

Shipping Generally. All shipping is done from our fulfillment center in Missouri. We ship only to addresses in the continental United States and Hawaii. We do not ship to APO addresses and P.O. Boxes. All packages are shipped through UPS or USPS. You should receive your purchased items within seven business days from the date on which your order is processed. Orders are typically processed within 24 hours of the time they are placed. Orders placed after 4:00pm on Friday will be processed the following Monday.

Shipping Fees. If you are placing an order in the continental United States or Hawaii, you will receive free shipping if your order is over \$200. If your order is under \$200, you will be charged a flat rate of \$15.

UPS and USPS Delivery Policies. All shipping is subject to UPS's and USPS's terms and conditions.

Returns. You may return any unopened product within 14 (fourteen) days of receipt for a full refund, except for print-outs of materials provided in digital form, which you may not return because they are digital and therefore can be used or copied and then returned. If you purchase a program which comes with printed materials which you have already received prior to your return, you will be refunded the cost of the program less the cost of the digital printed material. If you are returning something because we sent you the wrong item, we will pay the shipping costs. If you are returning something for any other reason, you must pay for shipping and you may be required to pay a restocking fee. To initiate a return, email us at orders@blumhealthmd.com for a **return authorization number**. Please include your name or the name of the recipient, the order number and date of purchase, all of which can be found on the sales receipt/packing list enclosed in the box. We will contact you with instructions on how to complete the return or exchange in the form of a return authorization which will include shipping information.