

RETURN POLICY

RETURNS

Any return requests must be submitted within 15 days of the date of purchase. If 30 days have lapsed, unfortunately, we can't approve a return for any reason.

To be eligible for a return, your item must be unused, unopened, and in the same condition that you received it. It must also be in the original packaging. Contact our Customer Service Team to receive approval of return prior to returning any product.

When approved, to complete your return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer unless instructed to do so by our Customer Service Team.

After receiving your return approval from our Customer Service Team, you should mail your product to:

Ben Bartel
ATTN: Liquid Therapy Innovations
151 E 1750 N Unit C
Vineyard, UT 84057

Orders that were shipped to you directly from the supplier or manufacturer must be returned in accordance with our Customer Service Team's instructions. Suppliers and manufacturers do not typically provide return labels, so take care to address your package as instructed.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. You should consider using a trackable shipping service or purchasing shipping insurance as we don't guarantee that we will receive your returned item.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

LATE OR MISSING REFUNDS

It may take some time before your refund is officially posted to your bank or credit card. If you have not received your refund within 15 days, please contact our Customer Service Team.

SALE ITEMS

Only standard products without customization and standard priced items may be refunded. Unfortunately, sale items cannot be refunded.

EXCHANGES

We only replace items if they are non-conforming, defective or damaged. If you need an exchange within the 15 day time frame, contact our Customer Service Team for exchange instructions.

SHIPPING *Please note: Shipping timelines are generally not guaranteed*

Once an order has been shipped, we are no longer responsible for how long an order takes to deliver to you. There are many factors that can affect shipping timelines, including weather, postal courier errors, etc. We will ship your order in accordance with the timelines stated above.

We will also be more than happy to open an investigation for you, but we cannot reship or refund an order that has been shipped.

INTERNATIONAL ORDERS

We do everything we can to assist your shipment through your country's customs. However, you are solely responsible for product compliance and any import fees/tariffs in your country of residence. If seizure of your shipment does occur, we will NOT be held liable for any shipments held at customs. Customers located outside the U.S.A., please order at your own risk.