

Terms and Conditions

It is understood that when purchasing any of our products the customer accepts the terms, conditions and policies specified below:

1.- AVAILABILITY AND PRICES

Due to the nature of the products, they may not be available for various reasons such as over demand. In the event of this situation, **Vitofarma Corp.** will notify you in a timely manner, specifying the modified delivery times to find out if you agree with them or if you want another solution. Likewise, our customers are informed that prices are subject to change without prior notice, these do not include taxes. They are calculated on the payment page.

2.- PRODUCT SPECIFICATIONS

The products shown in the images may vary slightly in shape, color and presentation. However, **Vitofarma Corp.** is committed to always sending the chosen product, guaranteeing the formula and capacity announced and chosen for purchase by the customer.

3.- NATIONAL AND INTERNATIONAL DELIVERY TIMES

National (United States and Puerto Rico)

Order preparation time by **Vitofarma Corp.** Within the United States, it is no more than three business days, and delivery times are no more than seven business days once your order has been paid for and confirmed. It is important to note that shipments are made through post offices such as USPS or UPS, so we cannot be held responsible for delays beyond our company's control.

International

Delivery times for international orders are a maximum of thirty business days once your order has been paid for and confirmed. It is important to note that shipments are made through post offices such as USPS or UPS, so we cannot be held responsible for delays beyond our company's control.

Keep in mind that VITOFARMA CORP. does not carry out any procedures, permits or processes that the destination country requires for the entry of the product into its territory. VITOFARMA CORP does not assume any additional expenses or payments such as customs taxes, entry taxes or other additional costs that the destination country requests. The client is responsible for knowing if the product, due to its nature, can enter their country normally.

5.- PAYMENTS

The customer is obliged to pay for his order in full before it is shipped. Payment can be made via PayPal or debit/credit card using the STRIPE online payment system.

- Debit/credit card and PayPal: **Vitofarma Corp.** assumes as it owns the conditions of use of the service of Stripe and PayPal, which is the one that offers the system for this type of collection.

6.- DELIVERY POLICIES

Vitofarma Corp. will hire the services of the post office such as USPS and UPS, which is why the client is obliged to provide the necessary and correct information of the recipient (full name, shipping address, email, phone, others) understanding that all data is strictly confidential. In case of any error or lack of customer data in the shipping information, **Vitofarma Corp.** will not be responsible for any additional costs that this may generate.

7.- PRODUCT RETURNS AND EXCHANGES

Returns are only made if (1) the delivered product has some physical damage, (2) it has reached or exceeded the expiration date, (3) another product was delivered, (4) you have not received the product, in case the reason for the return is another, the customer must contact **Vitofarma Corp.**

(1) (2) (3) If for any reason the product is delivered with some physical damage and the customer wishes to return it, he/she has a period of no more than 7 days after receiving it to make the return, Returns will only be accepted when the product is in poor condition from the start, it has reached or exceeded the expiration date or the product delivered is different from the one purchased. To request a refund, you must send an email to

info@vitofarma.us indicating your order number, full name, date of purchase and attaching images that support the reason for the return. The cost of the courier for the return will be borne by the customer, so we suggest consulting with **Vitofarma Corp.** the shipping address.

In case the client requests the change of the product **Vitofarma Corp.** assumes the cost of resending the product only if the reasons are those indicated in points (1) (2) and (3). If the customer requests a refund of the amount paid for his order **Vitofarma Corp.** will make a full refund of the payment within a period of no more than 7 business days from having received the product returned by the customer.

(4) If the reason for return is because the customer has not received the product, he/she must send an email to info@vitofarma.us indicating the reason for the request. **Vitofarma Corp.** will review the information sent within a period of no more than 5 days; you can also request additional information to proceed with the return.

Possible cases:

- a. The customer did not receive the product because they entered their shipping information incorrectly. **Vitofarma Corp.** will make the refund deducting the shipping costs charged on our website.
- b. The customer did not receive the product because **Vitofarma Corp.** you entered your shipping information incorrectly. **Vitofarma Corp.** will fully refund the payment made by the customer.
- c. The customer did not receive the product, however, the post office indicates that the order was successfully processed. The refund will not be made, since **Vitofarma Corp.** is not responsible for losses, abandonments, theft or other.
- d. The customer did not receive the product because the product was held by customs in his or her country (other than the United States and Puerto Rico). **Vitofarma Corp.** will make the refund deducting the shipping costs charged on our website, since **Vitofarma Corp.** is not responsible for nor performs any procedure and/or process so that the destination country and Customs allow the entry of the product.
- e. The customer did not receive the product, and the post office attempted to contact the Customer without success, generating the product abandonment status. **Vitofarma Corp.** will make the refund deducting the shipping costs charged on our website, since **Vitofarma Corp.** provides all customer contact

information to the post office. It is the customer's responsibility to monitor the status of their shipment.

Note: Any refund will be made to the same account with which the payment was made, in case the client requests the refund to another account it will be coordinated with **Vitofarma Corp.**

8.- LIMIT AND RESPONSIBILITY

Use of cards without the owner's authorization or stolen cards. **Vitofarma Corp.** is not responsible for purchases made with credit cards without prior authorization from the owner or stolen; it is understood that the person making the purchase is fully authorized to carry out the transaction and therefore **Vitofarma Corp.** You cannot deny it, making transactions over the Internet without the prior consent of the owner or with stolen cards constitutes fraud which is punishable by US law. **Vitofarma Corp.** will not accept under any circumstances a claim for any unrecognized payment by the customer due to lack of knowledge of the payment method or disagreements with the delivery. The fact of filing a claim with the bank without knowing about your purchase implies a SUSPECTED POTENTIAL FRAUD Therefore, with the order information and signature of receipt of the product by the recipient, there will be sufficient evidence to prove that fraud was committed. the bank and it can cancel your credit immediately. It will then be of vital importance that you always contact us to clarify any situation of this nature.

9.- RESPONSIBILITY FOR PRESCRIPTION AND USE

The client assumes all responsibility in the use and application of the products. **Vitofarma Corp.** at no time is it responsible for a supplement administered improperly or incorrectly. Full responsibility for the use of the products falls on the client and the personnel who administer and apply them.

11.- NOT FORESEEN

Any situation not foreseen in these policies will be resolved by the administrative area of **Vitofarma Corp.**