

TERMS AND CONDITIONS

Health Disclaimer Notice: Products from Heartfeltliving® Health Products Inc. do not intend to diagnose, treat, cure or prevent any disease. They also do not substitute a visit to your physician or naturopathic doctor.

Our 100% natural Himalayan crystal salt is purity tested in a Canadian ISO 9001 certified laboratory.

- SHIPPING

Orders are shipped via Expedited Canada Post (www.canadapost.ca/business/tools/rc/bus/bin/rc_bus-e.asp) from our location in BC, Canada (postal code: V0N 1T0). We can ship faster if requested. For special shipments please contact our customer service at 1-888-898-SALT (7258). Shipping costs are depending on the weight. Heartfeltliving® Health Products Inc. is not responsible for additional charges by customs, such as tax and/or duty fees to other countries, mainly to the USA. Please note: order shipments returned to Heartfeltliving® due to incomplete and/or incorrect postal information, failure to pay import taxes or custom duties or refused entry by customs may be subject to a 25% restocking fee. Returned postal service costs will be charged to the customer's account. Heartfeltliving® will not process a refund if a shipment is mis-delivered or lost due to incorrect address information.

Orders are usually processed within 72 hours after payment is received. Please allow additional time for weekends and Canadian holidays. Canadian orders should be received within 10 to 12 business days. USA orders take between 14 and 16 business days. Usually the shipment arrives sooner but no guaranty is given.

- DAMAGED PARCEL

Should the shipment arrive in a damaged condition, please contact your post office immediately and show the damaged box call our customer service @ 1-888-898-SALT (7258) within 3 days of receiving the order After more than 3 days of receiving the order and not having viewed and signed by a postal staff member, the damaged product will not be replaced.

- CANADIAN ORDERS

Products in the designated page are listed in Canadian funds. Orders placed on our website or by e-mail are available 24/7.

Order placed on our website or by email:

After we receive your order, we send you a confirmation e-mail back, including

- a) order-confirmation (product price and shipping costs added)
- b) PayPal invoice with the total amount (order confirmation)

Please pay the amount following PayPal's easy directions. As soon as your payment is on our account we will send your order out the next business day. Please allow additional time for weekends and Canadian holidays.

Orders by phone: For orders by phone, please call our order desk 1-888-898-SALT (7258) during office hours, Monday – Friday, 9 am to 6 pm PST (12 pm – 9 pm EST). Please have your card number ready.

We also accept payments by cheque. After the cheque is cashed in, your order will be sent out the next business day. Please allow additional time for weekends and holidays.

- USA ORDERS

Products in the designated page are listed in Canadian funds. Orders placed on our website or by e-mail are available 24/7.

Order placed on our website or by email:

After we receive your order, we send you a confirmation e-mail back, including

- c) order-confirmation (product price and shipping costs added)
- d) PayPal invoice with the total amount (order confirmation)

Please pay the amount following PayPal's easy directions. As soon as your payment is on our account we will send your order out the next business day. Please allow additional time for weekends and Canadian holidays.

Orders by phone: For orders by phone, please call our order desk 1-888-898-SALT (7258) during office hours, Monday – Friday, 9 am to 6 pm PST (12 pm – 9 pm EST). Please have your card number ready.

We accept payments by International Money Order. After receiving it, your order will be sent out the next business day. Please allow additional time for weekends and Canadian holidays.

- TECHNICAL

Heartfeltliving® makes no guarantees that the operation of its website will be error free or uninterrupted at all times. We will not be held responsible for the consequences of any interruptions, errors or technical problems.

- RETURNS

Heartfeltliving® only takes returns if the shipment is not identical with the order. All orders are saved and can be viewed at any time.

- AGREEMENT

When using our website and ordering products from Heartfeltliving® you are automatically agreeing, that you are of legal age in your province or state. If you have any questions regarding our terms & conditions, please do not hesitate to contact us.

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