

# **SHIPPING & RETURNS to/from USA and CANADA**

## **Our shipping conditions**

The INNOVA SWISS Store is committed to providing the highest quality products and customer service and is responsible for delivering orders to customers.

## **How much does shipping cost at the INNOVA SWISS Store?**

For orders within the United States, our shipping charges are based on the calculated weight of your order our standard shipping cost to the contiguous United States (excluding Alaska and Hawaii) and Canada is \$19.90 USD for orders up to \$99 USD.

Our shipping charges are based on the calculated weight of your order. As a company committed to providing our customers with the highest quality and lowest prices, we strictly refuse packaging and handling fees. In most cases, our shipping will be significantly lower than our competitors. This is because we work diligently to negotiate the lowest price from our transporters and pass these savings on to you. We guarantee that the shipping charges you see are direct shipping charges or less.

## **Our shipping provider is through UPS (UNITED PARCEL SERVICE).**

## **How long does it take for INNOVA SWISS -Shop to ship my order?**

We ship 90% of in-stock items within 1-2 business days of when you order them, as long as you place your order before 10am EST. Orders placed after 11am EST will be shipped the next business day.

## **When will I receive my shipment?**

Depending on your location, your order will arrive 4-6 business days after processing. To keep you informed, you will automatically receive a shipping confirmation email as soon as your order leaves our warehouse.

## **Where will my order be shipped from?**

All our orders are shipped from our Magazine Austria, A-8046 Graz, Dr. Tillygasse 2. By keeping all shipping in-house, we can guarantee quality, speed and accuracy in order processing.

### **Changes to our shipping policies**

We reserve the right, at our sole discretion, to change our shipping policies at any time by posting revised terms in our Shipping Policy. It is your responsibility to check regularly to see if we make any changes to this policy.

### **Can I cancel or edit my order?**

Please review your order carefully as we cannot change or cancel it once it has been placed. Our fulfilment team packs orders immediately after they are received. Once an order has been sent to us, it cannot be cancelled or changed, even if it has not yet been shipped.

### **Our returns policy**

We pride ourselves on the quality of our products and want to ensure that you are completely satisfied. If you are not completely satisfied, you can return the products undamaged (within 15 days from the date of purchase) with a brief explanation, carriage paid Magazine Austria, A-8046 Graz, Dr. Tillygasse 2, and we will promptly refund your payment.

As soon as your return has been received, a credit note or refund will be issued. Please note that bottled supplements must be returned unopened with tape, seals and packaging intact. Under New York law, we cannot accept returns of opened bottles.

**To return an item, send it to:**

**GNP MARKETING**

DR. Tillygasse 2  
A-8046 Graz/Austria  
Ph: +43 664 3424299

We are not responsible for the shipping and handling of returned items. We recommend using UPS (UNITED PARCEL SERVICE) or insured mail for returns, as we cannot be responsible for items that do not arrive at our warehouse.

If you have any questions about our returns policy or a specific return, please email us at [marketing@gn-products.com](mailto:marketing@gn-products.com) store or call our customer service team on +43 664 3424299.

**Note:** We cannot ship orders to a PO Box address.



**GNP GLOBAL NATURE PRODUCTS  
ASSOCIATION INC.**

Florianiplatz 12  
A-8200 Gleisdorf  
Österreich/Europa