

## SHIPPING

### a) Order Confirmation

As soon as you place your order you will receive an order confirmation e-mail. This means that we have received your order in our system and charged your credit card for the purchase. If your item(s) are available, your order will be processed for immediate shipment (within 5 business days). If you're item is on backorder (you will be notified) we will process your order as soon as the item(s) are stocked.

### b) Order Shipment

All orders are shipped from Canada. Due to certain shipping options (surface or air shipping) and international shipments, orders could take as long as 7-10 business days to be received. For faster shipping, ensure that you chose small package air during checkout. For overseas and international orders, shipping prices are subject to change based on size & weight of package. All shipment costs are calculated based on weight, size, and location.

## RETURNS, REFUNDS AND EXCHANGES POLICY

### a) Returns, Refunds & Exchanges

Unfortunately, due to the nature of our products and services, we don't accept returns or exchanges. In the case that a service is not completed by the customer/client within the program duration, the customer/client will receive up to six months from the initial visit to complete the specified program. If a product has been sent in it's original condition and/or damaged and is completely unusable, a replacement product will be shipped out at our discretion. We require a photo of your damaged product to be sent to us at [nutrition@i-zoom.net](mailto:nutrition@i-zoom.net) for reference.

Additional non-returnable items: Digital products, services, gift certificates, online programs, workshops and event tickets.