



Last updated: 01/02/2022

RETURN POLICY

We want to make sure that you are completely satisfied with your purchases from Vativz. If, for any reason, you are not satisfied with your order, you may return any UNUSED products within twenty (20) days from the date of receipt (within the USA). Before returning the product(s), please make sure that you comply with the following conditions.

Compliance

- Product cannot be returned without completing and submitting the Return Authorization Form.
- Upon receipt of the RNA number you may proceed with your return.
- The RNA number must be included in your return shipping label.
- Product(s) must be returned complete and in their original package.
- Product(s) must be shipped back within twenty (20) days from the date of receipt of products.
- International orders (Outside of United States) are final.
- Product(s) must be returned in a new and unused state and in perfect condition. We reserve the right not to accept any return if the product shows signs of damage, or has been used or altered from its original condition

If all of these conditions are satisfied, we will refund the value of the returned product(s), Sales Tax included, less any original shipping costs

REFUND POLICY

Refunds are processed within approximately three (3) business days of our receipt of your merchandise.

- Refund will be credited back to the same payment method used to make the original purchase on the Vativz site.
- If you paid by credit card, refund times will depend on the credit or debit card company's policies. Be aware that the refund date for the credit will coincide with the date of the original payment; therefore you will not be charged any interest fees.
- If you paid by PayPal, refunds will be credited to your PayPal account and should be visible immediately. The date of reimbursement to the credit card associated with your PayPal account depends on the company that issued the card. We will not extend any refunds on any products designated as non-returnable.

FORCE MAJEURE

Provider shall not be liable for any delay or failure in performance caused by circumstances beyond its reasonable control. To obtain a return form please contact support@vativz.com.

We reserve the right to refuse late returns or items that are not in the same condition you received them in.