

SuperSMARTFoods/directionH CANCELLATION/REFUND POLICY

Regarding Cancelling an Order: Orders received on a business day before 11 AM (PST) will be shipped the same day. Orders received after 11 AM will be shipped the following business day. An order may be cancelled before being shipped by calling 916-412-2372 for a complete refund of both product and shipping charges. A check will be mailed for the refund within 10 business day. Note: The call to directionH must occur before being shipped for a complete refund.

Regarding a Refund for an Order: We offer a thirty day (30) refund policy from date of purchase. All refund requests must be made by the original purchaser. For a refund, please contact Member Services via email (memberservices@directionh.org), by phone (916-412-2372), or in writing (directionH 560 NE F St. #A-449 Grants Pass, OR 97526) within thirty days (30) of purchase.

Please return unused product and/or empty containers. Once the unused product and/or containers are received by directionH the refund will be processed within ten (10) business days and a check will be mailed to the address of record. Shipping and handling charges are non-refundable.