



## Fortifeye Vitamins Online Ordering Terms and Conditions

Thank you for choosing Fortifeye Vitamins to fulfill your supplement needs. We are pleased that you have found us! Here are a few terms and conditions we would like you to keep in mind as a Fortifeye customer.

### How it works

All orders placed online go through an automated ordering system and are sent to Fortifeye Nutrition Center and Warehouse in Ocala, Florida immediately after they are placed. This means, your form of payment has been processed for the total amount shown at the checkout screen. You, the customer, are responsible for these charges. The sale may take 24 hours to show as a transaction from your personal bank. Keep your order number handy! This helps us to look you up in the system quickly if you ever inquire about your order at any time.

### Shipping

We currently ship USPS Priority Mail 2 days. *This is subject to change.* If you place your order during a normal operating business weekday prior to 1pm EST, you will be shipped out the same day. Anything after 1pm will be shipped out next day. This means, if you place an order on a Friday afternoon after 1pm EST, your order will not ship until our normal business resume Monday. Please keep this in mind when ordering during the holidays as well. *Fortifeye is NOT RESPONSIBLE for any lost or stolen packages upon delivery to you, the customer.*

**\*\*Shipping to Canada – Fortifeye is NOT responsible for any duties or taxes upon delivery of your package, per Canada government, this is responsibility of the receiver\*\*\***

### Email Notifications

When your order is marked shipped, an email notification will be sent to you. If you do not see this email notification within one-two business days after you place your order, please call us to inquire with your order number. You the customer are responsible for entering ANY AND ALL of your information correctly when you place an online order. If for any reason your order is placed on a "Backorder" or "Cancelled" status, you will receive that confirmation via email as well. If this change was not requested, please call to inquire the reason for the status change.

### Promo Codes and Promotions

It is the responsibility of the customer to enter any promo codes on the cart screen prior to checking out. We cannot reprocess an order for you if you find promotional codes or discount codes after an order is completed/processed.

**\*\*\* Only one promotion code can be used per order. Fortifeye reserves the right to NOT honor any promotional codes or discounts that are no longer active or offered by Fortifeye \*\*\***

### Returns

If for any reason you are not happy with your product, we want to help. It is your responsibility to inquire to us if you wish to be refunded and return product. Fortifeye reserves the right to NOT issue a refund for any damage or opened product as it is not restockable or resellable in a damaged or used state. Fortifeye is not responsible for any return postage costs. If returning product, it must be addressed as

*Attention: Returns Department  
1510 SW 17<sup>th</sup> Street Suite 301  
Ocala, FL 34471*

### Privacy

Fortifeye values each and every customer's privacy. When you place an order with us online or via phone toll-free, the system processes your card one-time automatically and DOES NOT save your credit card information. Your personal information will not be used for any soliciting purposes.

As you proceed to checkout, you the customer are agreeing to these terms and conditions. We strive to provide the highest quality customer service at Team Fortifeye. We are here for you! If you have any questions or concerns or would like a copy of these terms sent to you via email, please inquire.

Thank you for being a valued Fortifeye Customer and welcome to the Fortifeye Family!