

sterling.com

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Purchasing Policy

Product Sales and Delivery

Most orders are shipped within 1 week of receipt. However, depending on demand for the product, some items may require up to six weeks for shipping. You should allow additional times for the shipping of products from our warehouse to you.

Please Note: Customers mailing in a check or a money order must have pay a separate fee for the second item in a "special offer". If no separate fee is included in your check, only your original product will be shipped.

Cancelled Orders

Orders can be cancelled only prior to payment processing. Orders that are being packaged for shipping, cannot be cancelled. For all products please refer to your invoice or billing statement for the dedicated toll free number related to your purchase. If you do not have the information available you may call 1-855-668-1655 (Toll Free).

Back-Orders

If your order cannot be shipped within the stated delivery date, we will notify you of the expected ship date. Your credit card will not be charged until your order is shipped.

30-Day Guarantee on Returns & Exchanges

We will gladly accept any return within 30 days, provided the item is in new or like-new condition (see Return Policy). We will only issue a refund or send a replacement as needed once the item has been received in our warehouse.

Non-Continental U.S. Shipping Surcharge

An additional \$10 shipping surcharge is added for items sent outside of the Continental United States.

Returns Policy

Our Guarantee

Your Satisfaction is 100% Guaranteed. If you are dissatisfied with any merchandise from Telebrands for any reason, simply return the product within 30 days for an easy refund of your purchase price, excluding shipping and handling.

Return Information

Follow return information which is shipped with each package. Send all returns to the address indicated on your packing slip/invoice. We suggest you ship returns to Telebrands via a GROUND method that can be tracked (UPS ground / FedEx Ground / USPS Priority mail).

Along with your return, be sure to include the following:

1. Your order number and/or your complete name, address, and billing phone or email address
2. A detailed explanation regarding your reason for returning the item(s)
3. Information about whether you would like a refund or a replacement

- No other paperwork, invoice, or preauthorization is needed for your return.

Exceptions to our return policy

* Intimate apparel (such as Slim Away) is not returnable for refund due to health and sanitation reasons. We will, however, send you a free replacement of any item that you receive in a defective state (ie. ripped, torn, or broken).

* Consumable items (such as products that can be diminished or used up) are not returnable once they have been opened. However, we will accept a return for any unused and unopened consumable item.

* All items must be returned in their original packaging along with all accessories, parts, and instructions manuals that were shipped with your original order. Our 30-day return policy starts from the day your product is received. We need to have the return package postmarked within 30 days of the date that your item was delivered (regardless of what date the product was first used).

* Shipping and handling costs are non-refundable

* DVD'S and software products may only be exchanged in the event of a manufacture defect

Note: If we receive your item back in our warehouse and it does not meet our return policy terms, then we may not issue you a refund or send you a replacement. Such a return also will not be sent back to you.

Refund Policy

Once your return is received, it will be processed within 10 business days. Telebrands will not be responsible for loss or damage of return shipments. A credit will be issued to your original method of payment for the full purchase price of your order excluding shipping and handling and any separate fees. Credit will be issued within 5-7 business days of receiving your returned item.

Note: If we receive your item back in our warehouse and it does not meet our return policy terms, then we may not issue you a refund or send you a replacement.

TeleBrands Customer Service

If you ordered from a toll free number that was provided in a commercial that you saw on TV, or if you ordered directly from one of our product-devoted websites, please refer to your invoice or billing statement for the dedicated toll free number related to your purchase.

If you do not have the information available you may call toll free:

1-855-668-1655 (M-F 7:00 AM to 12:00 AM & S-S 8:00AM to 8:00PM Eastern Standard Time)

Telebrands Customer Care

79 Two Bridges Road, Fairfield, NJ 07004

For your convenience you can now track your order status on-line at: <http://www.GetOrderStatus.com>

To receive your tracking information, simply enter your Billing Phone Number. Please allow up to 24-48 hours after placing your order to review tracking information to become available.

Your Satisfaction is 100% Guaranteed. If you are dissatisfied with any merchandise from Telebrands for any reason, simply return the product within 30 days for an easy refund of your purchase price, excluding shipping and handling. See our return policy for more information. Exceptions may apply.