

## Shipping Policy

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### **Turnaround**

All orders are shipped within 24 hours of being successfully processed; our hours of operation are: Monday - Friday Monday to Friday, 8:30 AM to 6:30 PM Pacific Time.

### **Carriers**

We use the following carriers to deliver our orders:

- USPS
- UPS

### **Order Tracking**

We will provide tracking numbers as provided by the shipping carrier so that you may track from order to delivery.

### **Back Orders**

If an item goes on back order, we will ship you the part of your order that is in stock. When the item becomes available, we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

## Refund Policy

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***We Guarantee Your Satisfaction.*** The best just got better! Though it's very rare if for any reason you are not satisfied with your purchase we want to know about it. We stand behind our products 100%.

We guarantee quality on everything we sell. If you think something doesn't match up to our description of it, return the unused portion for a 100% refund or exchange, the original shipping & handling charges are non-refundable. The offer is void if product is more than 30% used.

All returns must be authorized by Ambrosia Global LLC in writing prior to returning the item(s) for a refund or exchange. Customer Service will make available to you a "Return Merchandize Authorization Number" or "RMA" number. This number is to be displayed on the outside shipping carton.

Return the unused portion of your item(s) within 45-days from the date of purchase. We need you to return the unused product as it is. You are responsible to cover any shipping costs incurred to ship the item(s) back to our facility. We only ask that you include a short note telling us why you weren't completely satisfied. It is mandatory to include the purchase order number as this is equivalent to your sales receipt.

### **Customer Service:**

Email: [Ambrosia@ambrosia.global](mailto:Ambrosia@ambrosia.global)

Phone: +1 949 288 0118

Hours: Monday to Friday, 8:30 AM to 6:30 PM Pacific Time

**Refund Instructions:**

You will be advised by the Customer Service of the return address. Please don't ship products without RMA number. You will be asked to return product(s) to the following addresses:

**Our Address**

Ambrosia Global LLC  
15615 Alton Parkway  
Suite #450  
Irvine, CA 92618  
United States

- Packages that are returned without an RMA number will be refused upon returning to the warehouse(s).
- Once we receive your return, we will gladly exchange your item(s) or return your money.
- Refunds may be settled using the same payment method used to pay for the original purchase. All refunds and exchanges are done on the 1st and the 15th of each month with no exceptions.

**Damaged, Defective, or Undelivered Product:**

If product is damaged or defective, you are responsible to contact us within fifteen (15) business days from the purchase date. We will issue a call tag for the product and gladly send a replacement. Please do not discard any product and/or packaging from the shipment until instructed by customer service in writing. We will inspect the undesirable product upon receipt.

In the event that a shipment does not arrive at the address specified for the order or your order is incomplete you must report to Customer Service that the product was not received. We ask that these reports are made within fifteen (15) business days from the purchase date.