

CUSTOMER ASSISTANCE/COMPANY POLICIES

Welcome

We want to make sure that your experience with Radiant Life is the best that it can be. As always, feel free to contact our Customer Service Department or email (information below) with feedback and suggestions so that we may serve you better.

Contact Us: We are available Monday - Friday, 9am to 4pm Pacific Time

Email: info@radiantlifecatalog.com

Phone: (888) 593-9595

Fax: (707) 433-8898

Mail: Radiant Life Company

5277 Aero Drive

Santa Rosa, CA 95403

Extension #1: Customer Service and Product Questions

Extension #2: Water Service Center (Bath/Shower Filters, AquaCera Filters, Installation & Parts)

Extension #3: Whole House Filtration & 14 Stage Water Purification System

Payment Methods:

We accept VISA, MasterCard, American Express, Discover and PayPal. If you are mailing your order in, you also have the option to pay by check, money order, or cashiers check.

International Orders:

We welcome and accept international orders!

Customers assume responsibility for their countries customs regulations.

Shipping charges for packages that are returned to Radiant Life due to import restrictions are non-refundable. A 10% restocking fee will be charged on all returned orders.

Due to customs restrictions, we are unable to ship to the following countries: **Brazil**

Return Policy:

Please contact Customer Service at 888-593-9595 Extension 1 for a Return Merchandise Authorization (RMA) number.

All returns must be pre-authorized, any return received without a valid RMA number will be returned to the sender. All opened products are not returnable.

For more details regarding our return policy, please visit our website -

http://www.radiantlifecatalog.com/return_policy

Damaged product:

In the event your order arrives to you in a physically damaged condition, please contact Customer Service immediately. We will replace the product or issue a credit to your account. You may be asked to hold onto the product/packaging while we file a claim with the shipper.

Ordered wrong product:

We will gladly accept **unopened** product returns within 30 days of purchase for a credit toward future purchases. Shipping costs are non-refundable and a restocking fee will apply. Once a RMA is issued, the return must reach our office within 14 days. **Please note that we are unable to accept returns for books, DVDs, CDs, gift certificates and whole house water systems. For these items, all sales are final.**

Freshness and Quality are Guaranteed:

We guarantee that all products will be of the highest quality and will never ship after their sell-by date.

We do not guarantee product taste. We offer many functional foods that deliver maximum nutrition; which in some cases, have less than a desirable taste. **Open items are not eligible for a returns due to subjective customer experiences (Didn't like the taste, color, smell).** Some of our products, such as fermented cod liver oil, are artisan products and the taste/smell/consistency may vary from batch to batch.

Privacy Policy:

Radiant Life respects your privacy! To view our Privacy Policy please visit our website -

http://www.radiantlifecatalog.com/privacy_policy