

Refund Policy

You may request a refund of the product amount charged by contacting customer support at support@cellishq.com. If for any reason you are not completely satisfied with any CELLiS Health product purchased directly from CELLiS Health via our website, you may request a refund within 30 days from the date of purchase. Refunds will be made to the credit card with which the product was purchased. You will need the following to make your request for a refund:

- Proof of Purchase Order # and the Name on the account.
- Unused portion of the product or empty product containers

Your refund will include only the cost of the product. It does not include the cost of shipping. Before any product is returned to CELLiS Health, LLC, the promoter or customer must contact customer support to obtain a Return Merchandise Authorization ("RMA") number and return instructions. The cost of shipping the product back for a refund is the customer or promoter's responsibility. Any package received without this information on the outside of the box may be refused, and may result in a refund not issuing.

Auto Ship (Smartship) Cancellation

Please email to cancel or modify your auto ship at any time at support@cellishq.com without penalty. You can also modify or cancel your order at any time on your portal at cellisnow.com By selecting the "smartship" option on our order form, you are giving CELLiS Health LLC authorization to submit paperwork on your behalf to the manufacturer to enroll you in the automatic shipping program. The manufacturer (CELLiS Health LLC) will ship your products directly to you. You are also authorizing CELLiS Health, LLC to charge your credit card for the products you have ordered on a monthly basis. You may cancel at any time without obligation and without penalty by emailing support@cellishq.com or canceling the order on the cellisnow.com portal. All auto ship cancellations must be performed or delivered to CELLiS Health LLC within 3 business days of the next shipment to guarantee cancellation of that shipment.

(The company reserves the right to make changes without notice.)

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