

# Canceling, Ordering, Shipping & Refund

## Methods for Ordering

Orders for all Algonot Products may be placed on-line through our website "home"page by using the "PRODUCTS" tab located at the top of the page, clicking on a product picture or clicking on the name of the product at the bottom of the page.

Once in a product page, you may "Add To Cart" at any time the desired number of bottles. You may also call our 24 hour operator center by using the toll free number or our direct line found listed below. If you wish, you may fax or mail your order in as well. If you choose to fax or mail your order in, please make sure you print a copy of the order by using the tab "downloadable order form" found in each products page and include it in your correspondence.

**Orders for CystoProtek through Algonot are for International sales only. Since April, 2007, Algonot and Meda Consumer Healthcare have had and continue to have a licensing agreement in place. This agreement limits Algonot's sales of CystoProtek (only and no other product in the Algonot Family of Nutraceuticals) to international customers only.**

**Orders for CystoProtek within the United States** must be placed through Meda Consumer Healthcare or through the Meda Consumer Healthcare website, [www.cysto-protek.com](http://www.cysto-protek.com). You may also call 1-877-913-3990 (within the US)

**Algonot is happy to accept all major credit cards.**

**Toll Free Phone: 1-800- ALGONOT (1-800-254-6668)** We are sorry to inform our international customers that for some areas the toll free number cannot be used. Please call the ordering

center direct.

**Direct: 941-346-5304**

**Fax: 941-312-0872**

**E-Mail: [Feedback@algonot.com](mailto:Feedback@algonot.com)**

**Mailing Address:**

5111 Ocean Blvd

Suite J

Sarasota, Fl. 34242

## **Order Processing Times**

The listed times and procedures are for shipments with UPS and the United States Postal Service.

We typically ship every weekday and strive to process orders within 24 to 48 hours (except holidays and weekends).

Orders submitted Monday – Friday : Priority mail and all Express (including UPS) orders received before 9:00 AM EST will be shipped within 48 hours.

Orders submitted between Friday 9 AM EST and Sunday Midnight will be process the next business shipping day.

## **Shipping Information**

**All delivery times are estimated from the time your order leaves our processing center. This includes overnight and expedited packages.**

The Algonot shipping department is able to ship to APO, street addresses and PO Boxes. The purchaser is responsible for providing the correct mailing address. Please be certain your address is correct regardless of your ordering process, before

finalizing your order. We can not be responsible for goods delivered to the wrong address.

Orders shipped to Alaska and Hawaii can require an additional 2 – 3 day delivery time.

International Orders may require an additional 7-10 days.

All packages are sent “trackable”. If you provide an email address, tracking information will be sent to you as a convenience to locate your package. This is a service provided by USPS.com and while Algonot tries to make every effort to keep our customers up to date on their delivery times, USPS.com may not always have up to date information available.

It is not mandatory for tracking to continue once it has left the United States, this is a service International Postal Office may or may not choose to use.

#### **Domestic:**

It is the responsibility of the purchaser to be sure the shipping address and shipping method used is permitted and correct. We will not provide a refund on shipping fees unless there was an error created by Algonot LLC.

All packages, unless otherwise stipulated, once processed, go out as United States Postal Service Priority Mail (3-5 day service, not guaranteed). This service provides tracking numbers for all of our orders. If you need faster delivery, we are happy to offer UPS Next Day Air and Two Day Air services at your request. \*Please note the shipping cost for the desired service in the cart as the costs are higher than USPS.

#### **International:**

It is the responsibility of the purchaser to be sure the shipping address and shipping method used is permitted and correct. It is the responsibility of the purchaser to be sure

the Customs Department within your Country permits the shipment of our products to your country and what the duties or tariffs may be upon delivery. We will not provide a refund on the shipping of the package for any reason. We will only issue a credit for the product when the product is returned and received into the offices of Algot LLC.

All packages, unless otherwise stipulated, will be sent through the United States Postal Service, Global Priority Mail International (not allowed for all countries, estimated 7 to 10 day delivery). Please provide a current e-mail address to receive an e-mail from USPS.com with tracking information of your delivery. This is the fastest way for you to track your package. Please note that our operator center does not have current pricing for international deliveries and adjustments to the shipping rate quote may be required.

### **Certificate of Free Sale (International Customers)**

As a convenience, Algot includes a Certificate of Free Sale in packages being shipped internationally.

Copies of these Certificates are available upon request. Please see our contact information for contact options.

“What are FDA Export Certificates? Firms exporting products from the United States are often asked by foreign customers or foreign governments to supply a “certificate” for products regulated by the Food and Drug Administration (FDA). A certificate is a document prepared by FDA containing information about a product’s regulatory or marketing status. The “Certificate of Free Sale” (Certificate of Export for Seafood) is for food, including dietary supplements, and cosmetic products that may be legally marketed in the United States. (CFSAN)”

<http://www.fda.gov/RegulatoryInformation/Guidances/ucm125789.htm#ii>

# Refunds

Algonot LLC stands behind the products we sell. We recognize that although our products have extremely high consumer satisfaction, there is no one product that may work for everyone. We also strive to make your online shopping experience positive and secure. We do not at any time give or sell you information to any other companies. Any questionnaires asked to be filled out for the feedback on Algonot Products is used solely by Algonot LLC for research and to improve our development.

If for any reason, within 30 days of your purchase, you are not satisfied with our product, you may receive a full refund of your purchase price (less shipping and handling). The product must have been purchased directly from Algonot LLC.

There is a limit of a 4 bottle purchase applicable refund policy. To obtain a refund, simply call 1-800-Algonot (254-6668) and ask to leave a message for the refund department, a representative of Algonot will call you back within a 48 hour period. You may also mail your requests with bottles (if any) with a note containing your name, address and phone number to:

Algonot LLC -Returns Department  
5111 Ocean Blvd. Suite J  
Sarasota Fl 34242

# Cancellation of Order

There are a few reasons why you would be receiving this Cancellation notice from Algonot. Please read the items listed below.

1. **You have asked us to cancel this order.** If you cancelled this order before it was processed, your credit card has

not been charged. If you asked for a cancellation after your order was processed but shipment has not been made, your credit card will be refunded. If you asked for a cancellation after your order was processed and shipped, a refund will be able upon return of the product. Please note that while we issue a refund in a timely manner, it may take a few days for you to see the refund through the credit card company or bank.

2. **If you ordered CystoProtek and live within the USA.** I am sorry, but we cannot fulfill your order as Algonot is licensed for International Sales only of the Cystoprotek product. This is the only product in the Algonot family of nutraceuticals that is licensed international only. Please note that you can purchase any of our other products through us. You can purchase CystoProtek through, Cysto-Protek.com or an independent distributor.
3. Credit card payments – Your credit card has not been charged.
4. Paypal payments – If you paid with Paypal, a refund will be issued.

\* Please note that while we issue the refund in a timely manner, it may take a while for you to see it through paypal.

3. **Paypal Payment did not complete.** I am sorry, but your order has been canceled because the Pay Pal payment did not process. Please try to order again either using Pay Pal or a credit card.

**International Cancellation Notice** – If your order is international and has been cancelled the most common reason is that you need to let your credit card company or bank know that you are trying to make a purchase within the USA. If this is an issue for you, there is a company that carries Algonot Products outside of the USA. Spectrum Supplements.com has warehouses located in Australia, Canada, Europe, Germany, Latin America and United Kingdom. Not only will these locations help with the credit card processing, but also it

will speed up delivery time as the products have already been imported and cleared through Custom's.

#### Items not in Stock or on Back Order

We strive to have all of our products available for immediate shipment. In rare occasions, due to popularity and high demand for our products or limited availability of ingredients, products may be on back order. We will take all necessary steps to advise you in a prompt manner if this situation occurs. If it is possible to ship a portion of an order, we will send out all available items and place the remainder as a back-order, to be shipped as soon as possible with no extra shipping charges to you.