

RETURNS AND SHIPPING POLICY



PRISTINE[®]
Cleansing Sprays

SHIPPING:

Most orders will ship from our facility within 1-3 business days unless the item is on backorder.

We offer First Class and Priority shipping through USPS and, for some larger orders, through UPS or FedEx. You will receive a tracking number for your order. Should you have any questions about your order, please feel free to contact us.

RETURNS:

We are happy to accept returns of any unopened items and refund the purchase price and shipping costs, not including cost of return shipping. Each 3-pack of Pristine Cleansing Sprays is packaged in a clear plastic covering and sealed with a logoed sticker. For purposes of this Returns and Shipping policy, the term “unopened” means that the outer clear plastic covering is intact (not ripped or opened and without holes) and the logoed seal is not ripped and is completely affixed to the clear plastic packaging sealing the flap. We package our products carefully to insure that you receive the product in the same condition that it left our facility. However, we cannot be responsible for any damage that may occur in the shipping process.

Please notify us in writing within thirty (30) days of your purchase at contact@pristinesprays.com, and we will instruct you on how to return the item(s). Once we have received your returned item(s), we will issue a refund for the purchase price of the item and shipping (not including cost of return shipping). We cannot accept return of opened or used items.

Unless the item is found to be defective, you are responsible for all shipping costs associated with a return or exchange. Please do not send items for return without contacting us first. We reserve the right to not approve a return or exchange based on the condition of the item(s) when it returns to us. Shipping rates for wholesale and bulk orders will be charged at cost and will be based on the size of the order.