469 West Parkland Drive • Sandy, UT 84070

DESBIO RETURN/SHIPPING POLICY

RETURN POLICY

HOW TO RETURN AN ITEM

Your item must be in its original unused condition, meaning no stickers, marks or scuffs, etc. You must return the items within **90 days** of your purchase.

1) Please call 800.827.9529 for return authorization. Returns that **do not** have authorization will not be accepted. Once authorized, mail your returned item to:

   DesBio
   Returns Department
   469 W. Parkland Drive
   Sandy, UT 84070

2) Include in your package a signed note indicating the reason for your return and the original receipt.

RESTOCKING FEE

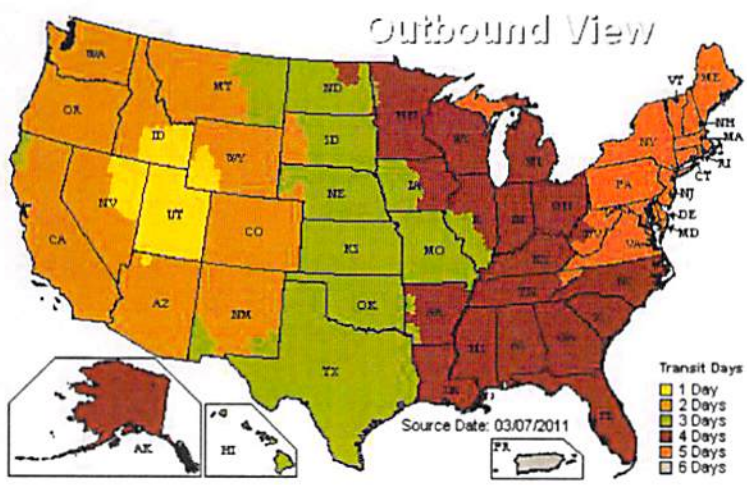
All items are subject to a 15% restocking fee. The restocking fee will be deducted from the credit amount and will be In House Only credit to be applied to your next order. We also do not refund the original shipping and handling that you paid on the order.

SHIPPING POLICY

TURNAROUND

All orders are shipped via UPS within 24 hours Monday - Friday 8am – 4pm MST. *Note: The day the package leaves our facility does not count as a shipping day nor do Saturday or Sunday.

SHIPPING RATES

The rate charged for the shipping of your order is based on the weight of your products, and your location. Orders over $150.00 will be shipped to U.S. customers UPS ground, free of charge. You have the option of choosing 3 Day, 2 Day or Next Day Air shipping for additional charges. For COD delivery there will be an additional charge of $12.00.

UPS GROUND TIME IN TRANSIT