



TERMS AND CONDITIONS OF SALES

TERMS

Payment by certified check or credit card (Visa/Mastercard are accepted). No cash.

- **DELIVERY**
 - ALL CANADIAN PROVINCES
 - Free shipping for orders over \$69.00 (before taxes).
 - Shipping fee of \$13.99 for all orders less than \$69.00 before taxes.
 - We ship by Canada Post or other carriers.
 - Please allow 3-5 business days to process the order.
 - For **BULK** or **NON-STANDARD formats (100ml and over)**, please allow 7-10 business days to process order.
- All sales are final.**

RETURNS

Buyer shall carefully inspect all deliveries of products upon receipt and report to our office within 5 business days any error, shortage, defect or nonconformity of such products. **After this period, no claims will be accepted.**

- **Any returns must be authorized by our customer service representative before any credit will be given.**
- 30-day guarantee sales policy except on all diffusers. Products returned must be in resellable condition without damage, price stickers or glue residue.
- If any products are damaged during shipping, please contact us immediately. Exchange or credit are issued upon the return of the damaged products to our office. DO NOT throw damaged products in the garbage, otherwise NO CREDIT, EXCHANGE OR REFUND can be issued.
- No returns will be accepted on all non-standard formats of DIVINE ESSENCE® products. ALL SALES ARE FINAL.

RETURN POLICY FOR AERIUM® DIFFUSERS

- No returns on all AERIUM® diffusers (unless the diffuser in brand new, in its original box, was bought less than 30 days ago and was never used).
- UNION NATURE offers a 12-month manufacturer warranty on all AERIUM® diffusers; this warranty is only valid if the client has proof of payment of less than 12 months.
- Please contact UNION NATURE if you have problems or questions, needing repairs or spare parts.

PRICES

All prices and countries of origins of products are subject to change without notice due to variations in harvest yields, and unforeseeable change in climate conditions, volatile currency exchange rates, fluctuations transport costs (cost of petrol), supply, demand.

Customer Service Hours

Monday to Friday, 8:00AM to 4:30PM (EST)

Toll-free: 1-888 344-9676 | Telephone: 514-344-7777 | Fax: 514-344-8111 | Email: info@divineessence.com | www.divineessence.com



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CERTIFIED ORGANIC
BY ECOCERT® CANADA



Vegan