

# Natera Shipping Information

## Shipping – what you want to know:

Don't stress, we pay most of the shipping so you can get your hands on as much quality nutritional hemp food as possible!

### CANADA

Postage to anywhere in Canada is just \$10 flat rate. But if you spend over \$100 the shipping is completely FREE! That means **zero** dollars.

### UNITED STATES

Postage to anywhere in the United States is flat rate!

- \$15 for orders under \$100
- \$20 for orders between \$100-\$199
- \$35 for orders over \$200

We will work hard to package and ship your order on the same or next business day so you can enjoy your delicious products as soon as possible. Our warehouse is based in Pitt Meadows, BC Canada and shipping transit times will vary depending on delivery location (please reference transit time noted next to shipping cost upon checkout).

Your order will be sent via Canada Post Expedited Parcel service for speedy quick delivery with full tracking details and package protection insurance. Upon shipping you will receive an email with all your order tracking details.

All that's left to do is wait, open, create, taste, and enjoy!

### Straight Forward Returns

We never compromise the quality of our hemp products in the pursuit of profit. We only want to sell the best hemp food available anywhere in Canada and the US. If you do not feel that the product you ordered is of the highest standard possible, email us to make it right.

To make a return:

Don't worry, relax! You may return unopened, sealed products for credit if needed within 30 days of date of purchase. In order to return the product to us, you are responsible to pay all return shipping costs (including US brokerage if applicable). Please contact us if you wish to make a return to receive return instructions and address information. Once we have received the item, confirmed that it is un-opened and in good re-sale order, we will issue you a credit in the following preferred forms:

- towards future purchases
- in exchange for alternative products valued at the amount of the credit
- back on the original method of payment (Credit Card or PayPal)

Please note that the credit issued will not include the value of the original outgoing shipping cost or the return shipping costs. Please allow for at least 2 weeks to process a credit at our warehouse.