

# Shipping Terms

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## E-MAILS ABOUT YOUR ORDER

After you place your order, you will receive e-mails about your order. Below are examples of e-mails you might receive:

- **Order Confirmation.** This e-mail confirms that we have received your order and includes your order number. Keep this e-mail for your records.
- **Backorder Notice.** This e-mail informs you that an item from your order is not available for immediate shipment and will ship when it is available. Your credit card is charged when the item is shipped. When the item is available to ship, we will send you an e-mail with your order number. Keep this e-mail for your records.
- **Shipment Confirmation.** This e-mail confirms that your order, or part of your order has shipped. You may receive multiple e-mails depending on the items you selected, or if you ordered multiple items and they were shipped separately. The arrival time of your order depends on the shipping method selected, item selected, and your shipping location.
- **Important notice about your order.** There are a few reasons why you would receive this e-mail, including: difficulty in processing your order, inability to ship to the address provided, duplicate order, cancellation of order. Should you receive a notice like this.

## DELIVERY OF YOUR ITEMS

Delivery of your items can take anywhere from 1 to 10 full business days except for Military APO/FPO addresses, depending on your location and the shipping method you select at Checkout. Business days are Monday-Friday, excluding federal holidays within the United States.

When your order is delivered you should immediately inspect the carton for any potential damage that may have occurred during shipment. Carefully inspect the packaging as well as the contents of the package. It is normal for the carton to show some wear; however, if damage did occur follow these steps:

- Accept the package, but make a note of the damage on the shipping receipt, sign and date it. The delivery person should also sign the slip and leave a copy for your records. Contact a Customer Service Representative immediately by e-mailing customer service at [customerservice@mentalgiantsnutrition.com](mailto:customerservice@mentalgiantsnutrition.com) Please have your order number included in your e-mail.
- If there is extensive damage to the package, refuse the order and inform a Customer Service Representative immediately by calling by e-mailing customer service at [customerservice@mentalgiantsnutrition.com](mailto:customerservice@mentalgiantsnutrition.com) Please have your order number included in your e-mail.

## CHANGING OR CANCELING YOUR ORDER

### Cancellations Due to Order Processing Difficulties

Occasionally, orders or parts of an order are cancelled by our system for various reasons. Some reasons are:

- Item(s) not available.
- Difficulty in processing your payment information.
- Cannot ship to address provided.
- Duplicate order was placed.

If your order is cancelled, you will receive an important notice regarding your order via e-mail which will explain the reason for the cancellation. You will not be billed for any cancelled items.

**Changing or Canceling Your Order**

After you have clicked "Send My Order," your order begins to process and

**you cannot cancel or change your order**

. \* Our system is designed to fill orders and get them on their way as quickly as possible. Once you receive your order in the mail, simply return any items you do not want by following our Return Policy.