

CRAFT SODA WITH 0 CALORIES



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## We offer you the best ingredients and the best flavor.

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### Terms & Conditions



Customers Are The Most Important People In Our Business.

They Are Not Dependent On Us...We Are Dependent On Them.

#### 100% Satisfaction Guarantee (Excluding Business's)

At Best Flavors, creating healthy satisfied customers is our ultimate goal. Nothing makes us happier than a happy customer. The natural and organic integrity of our products give us confidence you will be delighted with your selection. Our inventory of products has evolved and improved for over 25 years. If you are unsatisfied for any reason or have questions regarding proper usage of our products, please contact us at [customerservice@bestflavors.com](mailto:customerservice@bestflavors.com) or call 714-744-3700 for professional product assistance. Assisting you makes us better!

Please take a moment to review the following policies on orders, shipping and returns.

#### Processing

Best Flavors makes every effort to process and ship orders within 3-5 business days, excluding weekends and holidays. Occasionally, orders may be delayed due to inventory shortages or increased order volume during promotion period. Please check on product availability prior to placing your order. Expedited service is available on request. All order cancellations must occur within 24 hours from the time of order, any order not cancelled within the 24 hours will be subject to a 25% disposal fee.

#### Expedite Fee

The standard expedite fee is \$35.00 on orders up to \$100.00, and 35% for all orders over \$100.00. Expedited orders will be shipped within two (2) business days of receipt.

## **Payment Methods**

We accept Visa, MasterCard, American Express, Discover, and Pay Pal. We also welcome payment by cashiers check or money order. Merchandise will not be processed or shipped until payment is received. (Sorry, personal checks are not accepted.)

## **Shipping**

All orders are shipped via UPS or United States Postal Service (USPS). We do not ship COD (Cash on Delivery).

During promotional "Shipping" periods the order handling could increase to 5-7 business days. Promotion can not be used concurrently on its sister company's websites (NaturesFlavors.com , SeelectTea.com or Newportflavours.com). Best Flavors has the right to restrict any promotion, at anytime.

## **Package Tracking**

Best Flavors provides tracking capability on all shipments. Tracking numbers are emailed after carrier pickup. If your product(s) is delivered to the wrong address, or lost by the carrier, tracking information will aid in package recovery. The carrier is responsible for locating lost and/or misplaced merchandise.

## **Receiving Damaged Merchandise**

In the rare event you receive damaged merchandise, please contact Best Flavors Customer Service Department (714.744.3700) as soon as possible to report the damage. Upon our receipt of the shipment, we are required to file a claim per transportation company procedures.

Please note: The transportation company will require inspection of the packaging and contents. Therefore, all original packaging must be held for inspection. Detailed digital photographs showing the box, packaging materials and said-damage may be acceptable as evidence for claim purposes.

Insured Shipping: UPS and USPS Express shipments are insured up to \$100.00. If additional insurance is desired, please inform us when placing the order. When ordering online, requests for additional insurance can be made in the Comments Section of our website.

We are not responsible for damage to goods caused by inclimate weather.

## **Shipping Costs**

Shipping costs are non-refundable

## **Refused Packages**

All orders where delivery is refused by the customer will be billed for shipping costs plus a 25% disposal fee.

Shipping Returns: Shipping costs associated with merchandise returned to Bests Flavors due to an incorrect address (if provided by the customer), or unclaimed packages returned to us, are the responsibility of the customer. Authorized returns are subject to a 25% disposal fee. If reshipment of unclaimed returned packages is desired, additional shipping costs will apply.

## **Returns**

Contact Best Flavors (714.744.3700) prior to returning any product to receive a Return Authorization Number. Products must be returned within the fourteen (14) day grace period following receipt of our product(s). No returns will be authorized after the fourteen (14) day grace period. All returned products must have a Return Authorization Number posted on the outside of the package near the shipping label. Packages without a Return Authorization Number may be routed incorrectly causing delays. All returns are subject to a 25% disposal

fee.

### Taste Discrepancy

No refunds are issued for products returned based on personal taste preferences. All complaints will be submitted to our Quality Control Department for testing, according to the 'Lot' the product was produced in.

### All Sales Are Final

We guarantee the quality of all Best Flavors products. Due to the nature of natural and organic products, we recommend customers unfamiliar with our products, start with smaller quantities for testing purposes prior to purchasing a large order. If an error occurs in the manufacturing process, we will gladly resolve the issue or replace an inadequate product. Per established health and safety programs, we are required to destroy returned merchandise. The item can be replaced at our discretion.

### Disclaimer(s)

Information provided on BestFlavors.com regarding the use of any products DOES NOT constitute a doctor-patient relationship between you and any person affiliated with BestFlavors.com. You should not use the information on BestFlavors.com for diagnosing or treating a health problem or disease, or for prescribing medication or other treatment. You should always speak with your physician or other healthcare professional before taking any medication or nutritional, herbal or homeopathic supplement, or adopting any treatment for a health problem. Best Flavors does not support the misuse of our Natural and Organic flavors in electronic cigarettes or other treatment products. Information and statements regarding dietary supplements, or natural and organic products have not been evaluated by the Food and Drug Administration and are not intended to diagnose, treat, cure or prevent disease.

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