

Shipping and Return Policy

Purpose

This page sets out the shipping, delivery and return policies for Solis Rub, LLC (the “Company”) for all orders placed on the Company’s website www.solisrub.com (the “Website”). All orders placed on the Website are subject to the Solis Rub Terms and Conditions (the “Terms and Conditions”).

Placing Your Order

By placing an order through our website, you are confirming that you intend to enter in a contract with us. You place the order on the Website by clicking the “Confirm Order” button at the end of the checkout process. During the checkout process, you will be asked to complete your payment details. All fields indicated as compulsory must be completed (which includes providing us with a valid phone number and email address). We will then send you an email confirming receipt, the details of your order and delivery costs which will be added to the purchase price (if applicable).

Please note that neither completion of the online checkout process nor our confirmation email constitutes our acceptance of your order. Our acceptance of your order will take place only upon receipt of full payment from you.

If we cannot supply you with the products that you ordered for whatever reason, we will not process your order and will inform you of this. If you have already paid for the products we will provide you with a refund.

Shipping and Delivery

We can only process order for delivery within countries in which we are permitted to sell products. Delivery charges and timescales vary depending on the type of product ordered, the delivery service you select, and the delivery address. We will endeavor, but cannot guaranty, to deliver the order to your address by the estimated delivery date set out in our confirmation email.

All risk of loss in the products you order (including, but not limited to, risk of loss and/or damage to the products) and title to such products shall pass to you when they are delivered from the Company to the third-party shipping carrier.

Shipping and Delivery Rates

This shipping options below apply to in-stock purchases for orders shipped within the United States. Shipping is provided through USPS, FedEx, and UPS.

Your order must be received prior to 5:00 PM EST or it will not be processed until the next business day. Expedited and overnight shipping is available only for select products. You can view complete shipping options for your product in your shopping cart. The estimated delivery date for your order will be provided with your confirmation email for your order.

Shipping and Delivery Timeframe

Your estimated delivery date will be given during checkout and is based on the products selected, shipping address, and shipping method. The timeframe includes both processing time and the time your item is in transit. Business days are Monday to Friday and do not include federal holidays within the United States. We will endeavor, but cannot guaranty, to deliver the order to your address by the estimated delivery date set out in our confirmation email.

Authorized Card Holder

You may place an order for products on our Website by selecting the product(s) that you wish to purchase, adding them to your cart, and then completing the checkout process (an "Order"). During the checkout process, you will be asked to provide a number of details. All fields indicated as compulsory must be completed in order for us to process your Order (which includes, providing us with your name, delivery address, payment details, a valid telephone number and email address). Any person information that you provide to us will be managed by us in accordance with the Company Privacy Policy (as defined in the Terms and Conditions). Where you use a credit or debit card to pay for your Order, you confirm that the credit-debit card that is being used is yours or that you have been specifically authorized by the owner of the credit/debit card to use it. All credit/debit card holders are subject to validation checks and authorization by the card issuer. If the issuer of your payment card refuses to authorize payment to us, we will not be liable for any delay or non-delivery.

Returns

For all online purchases, all risk (including risk of loss and/or damage to the products) shall pass to you when they are delivered to third party shipping carrier and we will not be liable for a refund or replacement in the event that the address you specified is incorrect. Occasionally, the supply of the products you ordered may be delayed or prevented for reasons beyond our control (e.g. material shortages, import delays or higher than anticipated demand). Where this is the case, we shall be under no liability to you for such delay or failure.

We offer a thirty (30) day discretionary return policy, under which you can request to return a product that you have purchased online and receive a refund of the purchase price of the product. If the full order is returned, you will be entitled to a full refund of the shipping fees incurred in the original order. This policy does not apply to defective or damaged products. If a product offered by the Company is not as described, your sole remedy is to return it in an unused condition.

Any return made under this policy must be received by us within thirty (30) days of the date upon which you received your order. We monitor the number of returns made by customers and may refuse to accept requests for future orders at our sole discretion if goods are returned repeatedly.

This General Returns Policy does not apply if the product:

Is not in its original unopened packaging with all labels still attached;

Is not in its original state and has items missing;

Has already been used;

Was a clearance item marked as non-returnable

Sold as part of a promotion;

Order Cancellation

If you wish to cancel your order, you may do so by following the “cancel order” link provided in the order confirmation email. Orders may only be cancelled within one hour of receiving the confirmation email.

If you paid by credit card or debit card, and have cancelled in accordance with this clause, we will process a refund transaction. The Company is not responsible for how long this will take to be reflected on your account.

Subject to local consumer protection laws applying in the country of purchase, please note we cannot accept cancellations outside of the specified periods as the orders will have been processed and can only then be cancelled through the refund process mentioned above.

Refunds will be done only through the original mode of payment.

Gift Messages

If you order a product as a gift, we may offer the opportunity to add a gift message to your purchase. If you choose to use the gift message service, you acknowledge and agree that:

The gift message service is provided for your own personal and non-commercial use only;

The gift message you instruct us to send on your behalf to a third party will not contain anything which could be construed as harassing, threatening, vulgar, abusive obscene, defamatory, racist, or which may cause embarrassment or distress to any person or which is otherwise unlawful or objectionable;

You will not impersonate any person, including but not limited to any of our employees or customers;

You are entirely responsible for the text and other content of your gift message, and we accept no liability for any such content;

We do not pre-screen messages, but may monitor content from time to time for the purpose of guarding against unlawful or inappropriate gift messages; and

We have the right to refuse to send messages and to terminate access to the gift message service at any time, in our sole discretion, at any time and without liability to you.

Promotional Offers

We may make available promotional offers of the Website and in such cases specific terms and conditions will apply. Such offers may be time-limited and orders may not qualify if they have not been fully processed by you within the stated time period. Promotions where you are eligible for a free item (e.g. buy one get one free), only apply to qualifying items displaying the offer message on their product information pages, and unless the promotions indicate otherwise, apply to the lowest-priced qualifying item. Offers may not be combined with other promotions, offers and voucher codes unless otherwise specifically stated. We reserve the right to amend or terminate a promotion at any time, in our sole discretion and without notice.