



## SHIPPING POLICY

All orders ship during regular business hours. When choosing your shipping method please be advised of the following:

- All regularly placed orders are processed and shipped within 2 business days. Smart orders are processed and shipped within 5 business days.
- Expedited shipments must be placed by 2 PM PST for same day processing.
- Saturday Next Day Air shipments are only available to certain metropolitan areas by calling customer service. Please check with FedEx to confirm service availability.
- **USA PO Boxes and/or Military APO/FPO** Addresses must select USPS. Customers will be charged \$9.95 at time of order, if the actual costs exceed \$9.95 the difference will be charged to the customer's card.
- **Customs:** Purium is not responsible for any customs, conversion, or other fees associated with ordering from Purium. Transactions are always processed using US Dollars. Purium is not responsible for orders rejected by customs.
- Changes to your order after processing may cause delays within the shipping process.

### **Continental USA, Hawaii, Alaska, US Territories**

**Flat Rate Residential** orders ship via FedEx or USPS based on Purium's discretion. Delivery time frame is 1-7 business days from ship date and are made Tuesday thru Saturday.

**Flat Rate Commercial** orders ship via FedEx to commercial business zoned addresses during open hours when someone is available to accept the package. Delivery timeframe is 1-7 business days from ship date and are made Monday thru Friday.

**FedEx 2 Day** orders deliver in 2 business days after ship date Monday thru Friday.

**Standard Overnight** (Continental USA only). Delivers next business day after ship date by 3 pm Monday thru Friday

### **Canada**

**Flat Rate** orders ship via FedEx Consolidated Ground. Purium pays all customs clearance and service fees. Orders are shipped Mondays, Wednesdays and Fridays. Average shipping time is 10–12 days; longer shipping times are experienced by those in remote areas of Canada. Tracking will not show on FedEx website until after 5 days.

**Canada FedEx International** orders deliver within 2-5 days after ship date Monday thru Friday



## **WILL CALL AT PURIUM HQ**

Do you live near Purium? Opt for the “Will Call” option when you order your products to avoid shipping fees. The turnaround time is super quick, too! Be sure to bring your photo ID and Order Number when you pick up your products at Purium so we can verify the correct order belongs to you!

### ***Picking Up Your Products:***

#### **When can I pick up?**

Monday-Friday

1:00 PM - 5:00 PM PT

If you order before 7am PT on a weekday, then you can pick up the same day!  
If you purchased after 7am PT or during the weekend, then you can pick up your products on the following business day.

#### ***Where do I go?***

#### ***Purium Health Products***

2610 Homestead Pl.  
Rancho Dominguez, CA  
USA 90220

#### ***What else should I know?***

- Park in the parking space labeled “Will Call”
- Look for the Will Call sign and arrow
- Ring the doorbell and kindly give your ID and Order Number to the Purium team member
- Verify the order is correct and sign the packing slip for confirmation

**NOTE:** Customers who placed the order must physically be present to receive orders. Orders can only be given to the person who purchased.