

Cotton Systems Ltd. – Terms of Service

Prices

All prices are stated in US Dollars.

Prices are subject to change without notice.

Orders

Orders are processed upon receipt of a completed order with full payment. Canadian orders are subject to standard provincial taxes based on the buyer's location.

Payment

Cotton Systems Ltd. accepts credit card payments by either Visa or MasterCard or by check payable to Cotton Systems Ltd.

Cotton Systems Ltd. is a Canadian corporation. Check with your specific credit card company to determine if your purchase is subject to a transaction fee.

Shipments

All shipments are sent via UPS from Salt Lake City, Utah, via Ground Service throughout North America. All international shipments outside of USA and Canada will be quoted separate shipping and handling fees.

Note: International shipping fees are not included in our stated prices. Expedited shipping is only available within USA and will also require additional shipping fees.

Shipping Days in Transit – all transit times refer to Business Days (Monday through Friday). UPS Holiday schedules will affect transit times.

Estimated Ground Delivery Timeframe:

Pacific Time Zone: USA – 3 days / Canada – 7 days

Mountain Time Zone: USA – 2 days / Canada – 9 days

Central Time Zone: USA – 5 days / Canada – 9 days

Eastern Time Zone: USA – 6 days / Canada – 10 days

Atlantic Time Zone: USA – 7 days / Canada – 11 days

Customs Clearance

Customs clearance will be handled by Cotton Systems Ltd. for shipments sent via UPS to international locations (outside of USA). Customers will receive a copy of the commercial invoice for customer's purposes. The commercial invoice is not a customer invoice and is intended for customs clearance purposes only.

Returns

Returns are only accepted within 60 days of shipment and only with prior authorization from Cotton Systems Ltd.

Lifetime Licenses are not refundable or transferable. The deduction for the Lifetime License is \$395.00 USD plus taxes where applicable.

Here is our standard return procedure:

1. You ask for a return authorization number.
2. We send you return instructions.
3. You pay all shipping for returns.
4. A 3rd party assesses any damages.
5. We deduct the value of any damages from the refund amount*.
6. We deduct \$395* for your Prestige Introduction Brochure Lifetime License
7. We pay a 100% refund on net value of returned items*.

*Plus taxes where applicable.

Customers must request and receive a return authorization prior to returning any material. Return instruction will be provided to the customer.

Return authorizations can only be provided by Cotton Systems Ltd. (1-877-826-8866). Original shipping and handling costs and any return shipping and handling costs are not refundable. Customer is responsible for all return shipping costs.

Upon receipt of returned items, an assessment will be completed by a third party logistics provider who will report on the quantity, items, and condition of the material. Any item that has been used or damaged and is determined as unfit for restocking will not be refundable. Cotton Systems Ltd. reserves the right to determine the value of the refund.