



Claims for Damaged Goods or Discrepancies in Order / Shipment Received

- If the quantity is not accurate (either too many or too few), the product is incorrect, or the product arrived damaged, you must contact our Customer Service team (orders@goauntflow.com) within **5** business days.
- You may be requested to return any incorrect or excess products received. We will arrange for the products to be returned unless stated otherwise.
- You may be asked to provide evidence (e.g. in the form of photos) to support your claim.

Credit Approvals

- Aunt Flow will request credit references at our discretion.
- All orders are subject to credit approval at Aunt Flow's sole discretion.
- No deductions are allowed from remittances without Aunt Flow's prior written authorization.

Payments / Payment Terms

- Aunt Flow accepts the following payment methods:
 - Credit Card
 - ACH
 - Check
- Aunt Flow offers the following payment terms:
 - Payment in advance
 - Net Terms
- All invoices should be paid by the due date noted on the invoice. Any invoices not paid by the due date are subject to 2% monthly interest fee.

Dispenser Returns/Exchanges

- Terms of sales:
 - **Dispensers:**
 - Dispensers can be exchanged/returned within 30 days of receipt
 - You may be asked to provide more information on why you are wanting to exchange/return the product.
 - Dispensers must be in original packaging with no previous installation.
 - \$50 fee will be charged per dispenser to cover return freight and restocking fees
 - Return Process:
 - Returns require prior authorization via

orders@goauntflow.com.

- Shipping labels will be emailed to you referencing your RMA number.
- Once the product is received, inspected, and approved you will receive a credit to your account or a refund.

Period Product Returns/Exchanges

- Terms of sales:
 - **Period products:** due to the nature of this product, we cannot accept exchanges or returns. All sales are final.

Warranties and Liabilities

- Dispensers are covered under warranty for 1 year from receipt of product under normal use.
- Aunt Flow dispenser warranties are limited to the repair or exchange of defective parts.
- What is not covered:
 - Normal wear and tear
 - Damage from accident, misuse, abuse, vandalism, fire, floods, or acts of God.
 - Cosmetic damage, including scratches, dents, graffiti, chips, and other damage to dispenser finishes, unless such damage results from defects in materials and workmanship and is reported to Aunt Flow within 30 days of receipt.