

# MOXXOR

## Policies and Procedures

### SECTION 1 - CODE OF ETHICS

MOXXOR LLC (“MOXXOR” or the “Company”) has made a commitment to provide products of the finest quality backed with impeccable service.

### SECTION 2 - PRIVACY POLICY

This privacy policy discloses the privacy practices for [www.moxxor.com](http://www.moxxor.com). This privacy policy applies solely to information collected by this web site. It will notify you of the following:

1. What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

#### Information Collection, Use, and Sharing:

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

#### Your Access to and Control Over Information:

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

#### Security:

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the top of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Updates:

Our Privacy Policy may change from time to time and all updates will be posted in this document.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 949 362-0889 or via email at [customer@moxxor.com](mailto:customer@moxxor.com).

### SECTION 3 - SHIPPING POLICY

Order Shipment:

All products will be shipped within 48 hours after acceptance of the payment method used, weather and holidays permitting. An email will be sent to the Customer as a confirmation of the transaction. MOXXOR will not ship product until payment has cleared.

Incorrect Shipment:

If an incorrect shipment is sent to a Customer, in which the Company warehouse is responsible for the error, including but not limited to damaged product, and/or incorrectly shipped product, the following guidelines apply:

- 100% refund of the order, including product, taxes, shipping, and handling fees.
- The returned order must also include the RMA# and the original packing slip, and the order must be returned to the warehouse address listed on the packing slip.
- The cost of returning the erroneous order to the warehouse will be at the expense of the Company.

Shipping and Back Order Policy:

MOXXOR will expeditiously ship any part of an order currently in stock. Backordered product is shipped at MOXXOR's expense but may not be combined with other items ordered.

Product Abandonment:

An order transaction is considered complete only when the order has been paid for and the shipping or delivery method has been satisfied. If these conditions are not met within 90 days from the date of order, the Company reserves the right to determine the final outcome of the order at its sole discretion.

### SECTION 4 - PRODUCT RETURNS & GUARANTEES

Customer Satisfaction Guarantee:

MOXXOR offers a 100% 90-day money-back guarantee to all first-time customers for up to two bottles of MOXXOR for a Customer's first order.

Product Return:

All returns will be at the customer's expense, and must be sent prepaid preferably by a method

of shipment, which can be traced by a tracking number. If there is a discrepancy in a return shipment, the customer will be responsible for investigating the shipment by means of the tracking number and providing proof of acceptance by the warehouse before the Company will authorize a refund of the product. The Company will not accept any C.O.D. or postage due packages.

The following are the return and refund guidelines and procedures:

1. A request for return can be processed within ninety (90) calendar days of the date of purchase.
2. The customer must receive an RMA# from MOXXOR Customer Care to begin the return process.
3. Product must be returned at the customer's expense.
4. Upon confirmation of return to the warehouse, a refund of the product purchase price, original shipping fees and the taxes paid will be refunded to the original payment method used for the purchase.
5. The order must be returned to the warehouse address listed on the packing slip, and must include a letter setting out the detailed reason for return.
6. If the return requirements are not met, or the appropriate documentation as set out is not included with the returned product, the Company will not process the return for a refund. The Customer will be notified and will have fifteen (15) calendar days from the date of such notification to either provide the omitted information in writing to the Company, or alternatively, to arrange to have the product returned to their ship to address at the customer's expense. If the Customer fails to provide an appropriate response within fifteen (15) calendar days of notification, no refund will be processed and the Company will dispose of the returned product.
7. The Company is not responsible for the risks involved in return shipments. The Company assumes no liability for returned shipments until such time as our warehouse signs for them.