



Return, Exchange and Refund Policy

If you are not completely satisfied with your purchase for any reason, please contact your Sales Representative or call our office at 778-977-3994, or contact Jessica for Customer Care and we will do our best to make it right.

1. Returns

- Please include your order # in all communications.
- You can return unopened items in the original packaging within 15 days of receiving your purchase with receipt or proof of purchase. If 15 days or more have passed since your purchase, we cannot offer you a refund or an exchange.
- Please contact Jessica for a RMA # prior to shipping your items back to Saltwest.
- Upon receipt of the returned item, we will fully examine it and notify you via email whether items are eligible for a refund. If so, a credit will automatically be applied to your original method of payment. Please note refunds do take several days to post to your credit card.
- Only regular priced items may be refunded. Sale items are non-refundable.
- To follow-up on the status of your return, please email us.

2. Exchanges

- Please include your order # in all communications.
- We can exchange goods if they are sent in error according to the original purchase order, defective or damaged within 15 days of purchase.
- Please take a picture of the product(s) and email us or send them via text to: 778-977-3994 with your order #. Promptly contact your sales representative or our Customer Service with details of the product defective or damage.
- If we can determine the damage/defect thru the images we will send you a replacement item, if not the item(s) will have to be sent back to Saltwest for further inspection to determine the issue.

3. Wrong Items

- Please include your order # in all communications.
- If you received an item that was not part of your purchase order (wrong item sent), we must be notified within 15 days of receiving your order to qualify for an exchange or refund.
- **Customer error-** Ordered the wrong item? If you do not want to keep the item please follow the instructions below.
 - Please have your order # ready and contact your sales representative or Customer Care via email or by phone: 778-977-3994.
 - Submit a new order for the products you need. Please provide payment method at the time of ordering (please note we do not offer flat rates or free shipping on orders below our minimums), you will be invoiced for the item(s).

- Ship the item back to Saltwest address (listed at the bottom of the page).
- Once we receive the item(s) we will refund your original payment method.
- Please note Saltwest will not be responsible for shipping charges.
- **Saltwest error** - We sent the wrong item? We do our very best to ensure we take the time to pack your order correctly but these things do happen from time to time. We apologize for any inconvenience.
- **Option#1. Purchase**
 - Notify us of the error so we can ship out the missing item(s).
 - An order will be created for the item you have agreed to purchase and billed to your account, please provide payment method.
- **Option #2. Return**
 - Please include your order # in all communications.
 - To start the return process take a picture of the product(s) that were sent in error and send the images to Jessica's email (click blue email link that is listed at the top of this page) or via text: 778-977-3994.
 - The missing product(s) will be shipped ASAP to the address of the original order, unless otherwise directed and shipping charges will be covered by Saltwest.
 - We will supply you with an RMA#
 - Please pack up the items and email us with the box size so we can send you a return label to print off and we will schedule a courier pickup. If items are not shipped back within 15 days of receiving the return shipping label we will charge your account.

4. Shipping Charges for Customers

- If Saltwest sent the wrong item, and you would like to return it, Saltwest will supply the return shipping label, please reference "Saltwest error" details above.
- "Customer" - shipping charges for all customer returns must be prepaid and insured by customer.
 - We recommend sending your items back via tracked packages.
 - We do not guarantee that we will receive your returned item.
 - Saltwest will not be responsible for any loss or damage during return shipments.
 - Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.

For all return inquiries please contact:

Jessica Abel

Email: Jessica@saltwest.com

Phone: 778-977-3994

Please include your order # in all communications.

PLEASE SHIP ALL ITEMS TO:

Saltwest Naturals - Returns

7585 Lemare Crescent

Sooke, BC V9Z1M7

May 2024 - Policies are subject to changes.