



PCCA Returns

- All product returns must be authorized through Customer Service for a credit to be issued.
- All unauthorized returns will be discarded at the customer's expense. The product will not be credited and the minimum discard charge will be \$25.00.
- Returnable products:
 - Products received in error or damaged in shipping. All claims must be made within 10 days of receipt.
- Non-returnable products:
 - Products returned without prior authorization.
 - Packages refused by the customer.
 - Controlled substances.
 - Hazardous materials.
 - Products sold on a non-return basis (special orders or bulk orders).
 - Refrigerated or frozen products.
 - Expired products.
 - Products not in their sealed, original containers.
 - Products damaged, soiled or adulterated in any way.
 - Products with labels that are damaged, soiled, adulterated or compromised in any way, form or manner.

Wellness Works Returns

- Wellness Works returns will be accepted on initial opening orders with prior approval up to 90 days from the date of invoice.
- Subsequent Wellness Works orders are subject to PCCA's standard return policy above – with prior approval and within 10 days of receipt.
- ALL Wellness Works returns are subject to a restocking fee of 25%.

Please contact Customer Service (800/331-2498) with any questions.