

SHIPPING & RETURN POLICY

CUSTOMER REFUNDS AND PRODUCT RETURN

If, for any reason, an RBC Life product does not meet your expectations, simply return it within 30 days of the date of receipt for a refund

All returns, must be made as follows:

- Obtain a Return Merchandise Authorization (“RMA”) from support@rbclife.com or by calling us at 800.350.9497 and a Customer Service Representative will be happy to assist you.
- Ship items to the address provided, providing a copy of the invoice with the returned products and include the RMA number provided by RBC Life Customer Service Representative written on the outside of the box.
- All returns should be shipped to RBC Life prepaid, as RBC Life does not accept collect packages. It is the responsibility of the Customer to track the shipment if it should become lost in transit.

PLACING AN ORDER

It is highly recommended that personal information (name, address, phone number, and email) be verified before submitting an order. Once a shipment is in the care of the U.S. Postal Service, or other carriers, we cannot, by regulation, make changes, nor can we guarantee delivery. Another. In the event the Customer decides to change the shipping address originally included with the online order, a new order must be submitted to RBC Life is not responsible for replacing/reimbursing misrouted packages due to a change of address.

SHIPPING CARRIERS & SHIPPING TIMES

RBC Life uses multiple carriers, which can take up to 3-5 business days for delivery. If you have not received your order within the allotted timeframe, please contact our RBC Life Customer Support team at support@rbclife.com or call 800.350.9497