



Effective February 20, 2015

Prefense Web Purchase Shipping Policy

WHAT do we ship?

Prefense products are liquid, aqueous solutions that are free from alcohol and are not flammable. Our products are safe to transport and ship in the original containers. Restrictions: Our formulation doesn't like the cold, protect it from freezing. Once it has frozen, it cannot be thawed and used.

WHEN do we ship?

Your order will be confirmed via email. Orders received during the day will be generally filled and shipped within 24 hours from the confirmation letter being generated. Extreme weather conditions and other unforeseen events may cause an additional delays in shipment of these products.

WHERE do we ship to?

Prefense can ship anywhere in the world that FedEx delivers. Over sea shipments may require additional freight expense to deliver the product.

HOW do we ship?

FedEx Parcel delivery services is the main method of delivery used in the United States. In most cases FedEx Ground is the preferred method of delivery.

RATES to ship?

Rates are based on purchase size, location of destination, and customer selected method of delivery preferences.

How to track an order that's been shipped?

Each Prefense Purchase will receive an Order #, each Shipment will have a FedEx tracking update available as the shipment is received, recorded and transported. The tracking update will have the tracking number assigned to the order which can be used to track the order through FedEx at <http://www.fedex.com/us/tracking/email.html>.

In store pick up/return option?

Prefense encourages your support of local retailers that carry Prefense. Products purchased on the Web are not eligible to be returned to local retail establishments.

Recycling of packing materials?

Please recycle, Our products are bottled in recyclable PETE 1, clear bottles, which can be picked up through most curbside recycling programs. Corrugated shipping cases are encouraged to be broken down and recycled.

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