

# SUSTAINABLE FLOW

## Returns, Refunds and Exchange Policy

**How to return an Item I no longer want or need?** It depends on what you have purchased, please see the following;

**The Super Imploder:** Our machines have a 60-day money back guarantee. If you are not happy with your product then we suggest that you email us with you reasons why and we shall arrange the collection from you at no cost to you. This must be done within 60 days of the purchase date.

**Please Note:** We do however require you to keep the original packaging in which the device arrives. The unit must be sufficiently packaged when returning it to Sustainable Flow and we are not financially responsible for any new packaging of the item. If you have lost or damaged the original box you must repackage the item at your own cost.

Once the item has been registered for collection we will send you a tracking number and the following address must be written for returns.

Sustainable Flow Limited: 4 Hall Close Brampton Bierlow Rotherham South Yorkshire S63 6EU  
United Kingdom

You must include in your package a signed letter stating the reason for the return along with the original receipt.

**Water Analysis:** If you have not yet dropped off your sample bottle or had it collected from your home then we can cancel your purchase immediately and refund you the fee. However, if the sample has been collected by one of our team we can no longer offer the refund. For cancelations please email us on [abetterlife@sustainableflow.org](mailto:abetterlife@sustainableflow.org)

### Accepted Methods of Payment

Credit Card (Visa, Master Card, American Express, Discover) Pay PayPal

Bank Transfer – Please email [abetterlife@sustainableflow.org](mailto:abetterlife@sustainableflow.org) to receive the banking details for your purchase. One of our team will get back to you with the transfer instructions for payment.

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**Credit Card Charges** Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

**Shipping Policy Turnaround** All orders are shipped within 48 hours of purchase Between Mon / Fri from 8am - 5pm. Excluding bank holidays. \*Saturday and Sunday shipping are not available.

**Carriers** We use a preferred company to deliver our orders: You will be notified of shipping number if the item is coming direct to your home. Please note: If you live in Ibiza, Spain all orders arrive at our offices. One of our team will then call you to arrange collection or delivery.

**Order Tracking** If a tracking # is provided by the shipping carrier, we will update your order with the tracking information.

**Shipping Rates** The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

**Orders for Ibiza** We are an English company and our orders come from the USA. You will still need to pay for shipping even if we have the product readily available on the island. The items have been charged shipping to get to Ibiza so this can not be avoided.

**Back Orders** Shipping in two parts If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

**Privacy Policy** This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

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**What Information Do We Collect?** We only collect information that we need that is related to your order. This includes your: Billing Address Shipping Address Email Address Credit Card Information.

In addition we also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

**How Is My Information Used?** Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

**Security and Storage** Only your order data billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

**Cookies and Browser Information** Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.