

SHIPPING POLICY: JonEvac Corporation ships via UPS and independent trucking companies for deliveries within the USA, Canada, and Mexico. Shipments to other international destinations are done via ocean freight or air freight. All products are packed in accordance with UPS shipping standards and insured for the value of the product.

- Orders will not be shipped on weekends or holidays.
- Due to the high demand for JonEvac Ventilated Toilet Seat System, the products are estimated to ship within 30 days from the order processing date. If the item is on back-order, delivery can be up to 90 days from the invoice date.
- As soon as your order ships, you will be sent an e-mail containing the tracking number. All shipment tracking should be handled directly with the transporter, referencing the shipment's tracking number.

RETURNS POLICY: We will exchange or refund the full purchase price for any JonEvac product that does not meet your expectations, if returned within 30 days of purchase in its original packaging. The product must appear normal with no sign of use or abuse. Please call 713-995-5500 or email returns@JonEvac.com and request a Returns Authorization Code before returning any product.

BACK-ORDER POLICY: Due to high demand for the JonEvac Ventilated Toilet Seat System, the products are estimated to ship within 30 days from the order processing date. We will notify you of any shipment delays, giving you the opportunity to decide whether to cancel the order or hold it on back-order. If part of your order is in stock, you may receive an initial partial shipment of the order pending later shipment of the back-ordered items (with your approval). Back-orders typically ship within 60-90 days.

DAMAGED GOODS POLICY: All products are inspected before shipping, but damage may occur during transit. If a product is received in a damaged condition, it must be reported to the shipping company at the time of delivery, and to JonEvac Corporation, at: returns@JonEvac.com or phone: 713-995-5500 within 24 hours from the delivery date. All boxes and packing materials must be saved. It is possible that the shipping company may want to inspect these materials when processing the damaged goods claim. A replacement product will be shipped to you upon our retrieval of the damaged goods.

PRIVACY STATEMENT: For each visitor to our website, our server automatically recognizes and registers information regarding the domain, IP address and/or e-mail address. We collect the e-mail address of those who communicate with us via e-mail, the aggregate information on what pages the consumer access or visit, user specific information on what pages the consumer access or visit, and information volunteered by the consumer, such as order information, survey information and/or site registrations.

- The information we collect is used to improve the content of our website, used to customize the content and/or layout of our page for individual consumers, and used by us to contact consumers for marketing purposes.
- If you do not want to receive e-mails from us in the future, please let us know by sending an e-mail that you do not want to continue to receive e-mails.