

"CANADIAN" SHIPPING POLICY

Question: How long does it take for me to receive my order?

Answer: Shipments within Canada are sent by Expedited Parcel with a tracking number through Canada Post and are delivered within 1-6 business days depending in which Province you reside. Please also add 2 business days for your order to be processed and your credit card charged (excluding weekends) over and above actual shipping business days. Orders are shipped from London, Ontario.

Question: My order has been lost in the mail. Please refund my credit card since I never received my order.

Answer: Canada Post requires that we wait until the guaranteed arrival date has passed. At that time we will place a service ticket for your lost order. The investigation process usually takes another 30 days. Please note that A-M B-Well Inc. will replace your order or refund your credit card ONLY if the investigation determines that Canada Post was responsible.

A-M B-Well Inc. does not want our customers to be without their fish oil for too long. While the "lost" shipment is under investigation by Canada Post, we will send a **REPLACEMENT** fish oil order on the strict understanding that if the initial order is delivered to the customer, that his or her credit card will be charged for the **REPLACEMENT** order.

If the order is returned to the sender and Canada Post accepts responsibility for the error, A-M B-Well inc. will reship your order at no expense.

Question: I accidentally made a typo in my address when I placed my order. Could you please ship it out again to the correct address?

Answer: Yes, A-M B-Well inc. will re-ship your order once it is returned by Canada Post to the sender. The customer will be responsible for paying the additional reshipping cost, plus a handling fee. These costs will be determined at the time of re-shipping the order as shipping costs are determined by the weight of the order.

Question: I accidentally ordered the wrong product when I placed my order. Could you please ship the correct order to my address?

Answer: Always check your confirmation email for any errors, and contact us immediately. However, if you do not, A-M B-Well Inc. will re-ship your order once you have returned the incorrect product, at your expense, to the sender. Once A-M B-Well Inc. receives the returned product, we will reship the correct product. The customer will be responsible for paying the additional reshipping cost, plus a handling fee. These costs will be determined at the time of re-shipping the order as shipping costs are determined by the weight of the order.

If the error has been made by A-M B-Well Inc., and we have inadvertently shipped the incorrect product, we ask that the customer return the incorrect product to the sender. Please return by Canada Post with a tracking number and keep your receipt for returning

the incorrect product. A credit will be issued on your next order, but a copy of the receipt must be provided. Once the incorrect product is received, A-M B-Well will reship the correct order to the customer at its expense.

Question: I received a defective bottle or bottles of A-M B-Well Omega-3 PGFO capsules and/or Omega-3 Liquid Gold. Can you please replace the defective bottle or bottles?

Answer: "Defective" product means "damaged in transit" or rancid (not fit for human consumption). If you receive a defective bottle or bottles of A-M B-Well Omega-3 PGFO capsules or Omega-3 Liquid Gold that is not up to our standard of excellence, please email info@ambwellinc.com immediately for instructions (no exceptions), and a claim code will be issued for return. If the product has been damaged in transit, we will ask you to provide photos. If you think that the product is rancid, you will be asked to return the opened FULL defective bottle or bottles to the sender, at your own shipping expense. If A-M B-Well Inc. determines that the returned product is defective, we will replace the defective product on your next order.

Question: I just purchased 8 bottles of A-M B-Well Omega-3 Liquid and I do not like the taste. Can I return the unopened bottles of Omega-3 Liquid Gold and pay for the return shipping and receive a credit on my credit card for the unopened bottles?

Answer: Unfortunately A-M B-Well inc. cannot give you a refund for any unopened bottles of Omega-3 Liquid Gold because you do not like the taste. Remember you are supplementing with pure fish oil not covered with a capsule, and taste can be very subjective. Please ensure that you have trialed a small amount of Omega-3 Liquid Gold before ordering a large quantity. However, if any of the bottles of Omega-3 Liquid Gold are defective, our standard shipping paragraph above will apply.

This same refund policy also applies to our Omega-3 PGFO capsules. There will be no refunds or returns whatsoever because of health and safety reasons unless the capsules are defective. Once A-M B-Well Inc. has sold its natural health supplements, it cannot resell them.

Please read the Introduction to Liquid Gold as it forms part of this Shipping Policy at: http://ambwellinc.com/popup_intro_liquidgold_row.html

Question: Can I have my order delivered to my business address, as there is nobody at home during the day to accept my delivery?

Answer: Yes , A-M B-Well inc. can ship your order to your business address. Please include your name and your Company's name and advise the receptionist that a shipment will be coming in your name. However, if your order is refused by your Company and returned to the sender, the customer will be responsible for paying any return shipping costs, the additional shipping costs to reship the order, plus a handling fee. These costs will be determined at the time of re-shipping the order depending on the weight of the order.

Charge Back Policy

Charge backs are not welcome, and all disputes can normally be resolved by contacting Customer Service at info@ambwellinc.com. In the case that a charge back is raised by you in connection with your order, you may be banned from reordering from A-M B-Well Inc. and any and all affiliated sites. If the charge back was made in error by you, your credit card will be re-charged the full amount of the original purchase price plus a CAD\$35.00 administration fee so that A-M B-Well Inc. can recover the chargeback fee, service charges and any all and other related costs.

Note: All enquiries should be directed to info@ambwellinc.com, or by contacting them at the toll free phone numbers at 1-866-925-FISH (3474). All claims must be in writing to info@ambwellinc.com.

A-M B-Well inc. is a Canadian company and proud of it!

Your purchase is governed by Canadian laws. Health Canada has some of the strictest regulations in the World! A-M B-Well Omega-3 PGFO capsules and Omega-3 Liquid Gold are both Canadian Pharmaceutical Grade Fish Oil ("PGFO") products of Canada. Both products have their own unique Natural Product Health Number ("NPHN") which have been issued by the Natural Health Products Directorate. Further, all our batches of fish oil are independently tested by International Fish Oil Standards ("IFOS") and receive a 5-star rating!