

Shipping & Delivery

Our team is dedicated to shipping and delivering your purchase as quickly and affordably as possible. We offer flat rate shipping at \$5.95. However, if you spend over \$49 on a single order, shipping is FREE within the U.S. (Alaska, Hawaii, and Puerto Rico included).* All products are sent via USPS unless otherwise specified during check-out. Orders are typically processed within 24 to 48 hours before departing our warehouse for shipment. Any orders placed on or before 12 p.m. PST will not be shipped until the following day.

*Please note: if your products are shipped to Alaska, Hawaii or Puerto Rico, they may incur additional shipping charges depending on the weight of the package, even if your order is over \$49.

Please note: If your order totals \$175.00 and over, your items will be shipped via Fed-Ex and require a signature upon delivery. We are not responsible for lost or stolen packages.

Fed-Ex Express: Please be aware that any orders placed on or before 12 PM PST on Thursday will arrive the following Monday. Orders placed on late Thursday or Friday will be delivered the following Tuesday.

In the event that an item has been marked as "delivered" but has not been received, it is at the customer's discretion to file a claim with the appropriate shipping courier to receive reimbursement for the order.

USPS: Orders placed on or after 12 PM PST on Friday are slated to ship the following Monday.

Payment: In order to protect our customers from fraudulent activity, you may receive a credit card authorization form if the shipping and billing addresses do not match upon checkout. We currently accept the following forms of payment: Visa, MasterCard, Discover, American Express, check and money order.

Custom Carriers: If you choose "use my own carrier" at checkout, we are not responsible for any shipping charges billed to you by that carrier. When you select "use my own carrier," we require you to provide us with information for the shipping account or service you choose. While we keep that information on file, FDCnutrition.com does NOT bill you for shipping; instead, the carrier you choose bills you for shipping.

If you select "use my own carrier," FDCnutrition.com cannot calculate shipping charges for you at checkout, nor can we give you a shipping quote; you must contact the service you chose for shipping cost estimates.

Damaged or Wrong Items

Occasionally items may be damaged during transit, which is unfortunately out of our control. Should this happen, please contact customer service for assistance within 3 business days of receiving the order. Do not throw the damaged product or packing slip away! You will be asked to provide photographic proof of damage (or evidence of any missing items). Depending

on the circumstances, you may be asked to file a claim with the appropriate shipping courier to receive reimbursement for the damaged items. If you receive the wrong items by mistake, please leave the products unopened and contact customer service immediately. For a full refund or exchange of product, customer service must be notified within 7 business days of the package's initial arrival.

Return Policy

Return unopened items within 30 days from the invoice date for a full refund of original purchase price. Please note that we are not liable to issue any refund for opened items. FDCnutrition.com is not responsible for return postage; any shipping charges or applied discount codes will NOT be refunded.

Return opened items within 30 days from the invoice date for partial refund equivalent to the price of the smallest unit available for that product.* Example: If you purchase a 500-gram bag of Creatine Powder and wish to return it after opening, you will receive a refund equivalent to the price of the smallest unit we offer of that product. Shipping charges and applied discounts are NOT refundable.

*Wholesale quantities are not eligible for this policy, and we are not liable to issue any refund for opened items. However, orders returned unaltered will receive a full refund (shipping excluded).

California Prop 65

What is California Prop 65?

Established within the state of California in 1986, Prop 65 requires the state to keep an updated list of both natural and synthetic chemicals that may cause cancer or reproductive harm. While the sale of these chemicals is not prohibited, California businesses (grocery stores, restaurants, hospitals, etc.) are legally obligated to include the appropriate warnings on their labels when working with consumers. Prop 65 is only required under California law.

Should these warnings concern me?

California's Prop 65 standards are often more strict than federal standards; this law was established to allow Californians to make informed and cautious health decisions. Prop 65 maintains a list of roughly 800 chemicals classified as carcinogens and reproductive toxins, many of which are found in commonly eaten foods (Vitamin A, in fact, is included on this list when taken in higher doses). A warning does not necessarily indicate that the product is unsafe, and retailers outside of California might not include these warning labels if they are not required to do so. The classification of a chemical under Prop 65 may well be the result of laboratory animal testings, a method which is not always reliable.

What should I do?

In the event that you are concerned about the effects of a particular chemical, we recommend that you complete independent research and contact the manufacturer with any and all questions. Please keep in mind that even if a brand does not include a warning on their label, this is not a guarantee that the product is free of all chemicals.

Transparency

FDCnutrition.com operates out of Henderson, Nevada and sources its supplements from all over the world. We make a pledge of transparency to sell pure supplements with no unnecessary additives. To ensure our customers receive the highest quality products, we require suppliers to pass a stringent qualification process. Suppliers must meet our standards in facilities, machines/equipment, production, and process control before products are cleared for distribution. In addition, we test all products at our in-house lab to ensure they pass our quality and purity standards.

We source our products from all over the world. If you have questions regarding the country of origin or other information for a certain product, you can request a certificate of analysis at any time by contacting us at salesfdcnutri@gmail.com.

Privacy & Security

This Privacy Policy governs the manner in which FDCnutrition.com collects, uses, maintains and discloses information collected from users (each, a "User") of the www.FDCnutrition.com website ("Site"). This privacy policy applies to the Site and all products and services offered by FDCnutrition.com.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet

service providers utilized and other similar information.

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information

FDCnutrition.com may collect and use Users personal information for the following purposes:

- To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

- To personalize user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

- To improve our Site

We may use feedback you provide to improve our products and services.

- To process payments

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

- To share your information with third parties

We may share or sell information with third parties for marketing or other purposes.

- To run a promotion, contest, survey or other Site feature

To send Users information they agreed to receive about topics we think will be of interest to them.

- To send periodic emails

We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures. Our Site is also in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

Sharing your personal information

We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Advertising

Ads appearing on our site may be delivered to Users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non personal identification information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This privacy policy does not cover the use of cookies by any advertisers.

Google AdSense

Some of the ads may be served by Google. Google's use of the DART cookie enables it to serve ads to Users based on their visit to our Site and other sites on the Internet. DART uses "non personally identifiable information" and does

NOT track personal information about you, such as your name, email address, physical address, etc. You may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy at http://www.google.com/privacy_ads.html

Compliance with children's online privacy protection act

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our Site from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

Changes to this privacy policy

FDCnutrition.com has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site, revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

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