



Standard, Domestic Shipping and Handling

Yes You Can! understands the importance of processing orders and delivering products quickly. Our standard shipping for purchases made through the YesYouCan.com Website is an accelerated process, which provides delivery within 2-5 business days from order processing date within the 48 contiguous states, and up to 10 business days for Alaska and Hawaii. Local weather and environmental conditions may impact your delivery time.

Our standard shipping and handling is as follows:

For the 50 states and Puerto Rico we use FedEx Ground Services as well as the US Postal Service for delivery. In some cases, FedEx may use the US Postal Service for delivery from your local post office to your home.

Orders placed after 12:00pm (EST) may not process until the next business day. Orders received over the weekend may not process for shipment until Monday, excluding national holidays. Both FedEx and the US Postal Service deliver packages on Saturday and Sunday in some areas. Check with your local post office and/or FedEx office for more information about your specific area.

Shipping is available in the Continental US, Puerto Rico, Alaska, and Hawaii. Shipping is not currently available for other U.S. Territories. Shipping to Mexico is available through our NFR program by calling NFR Customer Service at 1-888-229-7655. International shipping to other countries is not currently available.

All orders are shipped with a verified tracking number for online tracking and delivery confirmation. In some cases, orders may require signature confirmation from recipient when delivered.

Yes You Can! Platinum Guarantee. Cancellation, Returns & Satisfaction Guarantee

We are confident that you will fall in love with our products, but, if for any reason you wish to return any Yes You Can! product(s) within 45 days of the day you receive your shipment, you are eligible for a 100% refund (minus shipping and handling costs). This product satisfaction guarantee does not apply to products which are damaged or misused. Products purchased outside of an authorized distribution channel (for example products purchased from online auctions or discount sites are not eligible for our Platinum Guarantee.

In order to successfully receive your refund, your product return must be postmarked within the 45-day period. Please save your shipping receipt and tracking information until your return is successfully processed. You must return all unused merchandise, including shaker bottles and printed materials. Please note that **individual components of the Transform Kits are not eligible for partial refunds** because Transform Kits are billed as one unit, and not as individual units. Accordingly, partial/incomplete Kits will not be refunded.

Returning your Order after you receive it

To return your order, simply call our customer support team at 888-381-0992, You will be provided a return label which will be deducted from the refund as well as a Return Merchandise Authorization number.



Auto-Shipment

Auto-ship customers are given all the benefits and protections stated above.

Your first monthly auto-shipment will be charged on the day you sign-up for auto-ship and will arrive in 7-10 business days. All following monthly shipments will be charged to your payment method every 30 calendar days, from the day of your first billing. Auto-ship customers will receive an e-mail notice three business days before we charge your payment method each month and your products will be shipped within 1-2 business days after your payment is successfully processed.

Changing your Auto-Ship Order

If you wish to make changes to your monthly order, please call our Yes You Can! Customer Support Team at [888-381-0992](tel:888-381-0992) at least two (2) business days before your scheduled order shipping date so we can ensure you receive your shipment correctly and on time.

Canceling Auto-Ship

To qualify for the given special pricing and shipping discounts offered with Auto-ship orders, Customers agree to continue to receive auto-ship order for at least three months. If you cancel your auto-ship prior to the third shipment there will be a cancellation fee of \$24.99. If you would like to cancel auto-shipment, please call [888-381-0992](tel:888-381-0992) by 10:00 pm EST the day before your monthly shipment is scheduled to be shipped to avoid your payment method being charged. The scheduled date of your shipment will be included in your auto-ship e-mail notice.

Auto-Ship Returns

If you cancel an auto-ship order before the third consecutive month and after your payment has already been processed, a refund will be issued, but you may be charged a \$24.99 fee if:

- (1) you refuse your package upon delivery.
- (2) you accept delivery of your package and would like us to send you a return label to ship the products back to our warehouse.

Shipping Return Instructions

Follow these steps for a quick and easy return:

1. Step 1 Call our Yes You Can! Customer Support Team at (888) 381-0992 or email [Returns@yesyoucan.com](mailto>Returns@yesyoucan.com) to confirm your purchase is covered by our Satisfaction Guarantee. Once confirmed you will be provided with a return label to ship back.
2. Step 2 Secure all product you are returning in a box. If you are handling the return shipping cost independently then a Return Merchandise Authorization number will need to be provided and



written on the side of the postage label.

3. Step 3 Mail the package to the appropriate address below. Make sure to save your tracking number. If there are any issues with the carrier, we will use this information to process your refund. Package must be postmarked within 45 days of shipment being received.

Return Address:

2001 Midway Rd #200,
Lewisville, TX 75056

Refunds

As stated above, shipping costs are non-refundable unless they were incurred as a result of our error. Product refunds are issued back to the original method of payment. All appropriate charges, if any, should appear on your payment method within 4 weeks of our receipt of returned products and all relevant paperwork. Please note that your funds may be held by your financial institution for up to five business days after we process cancellation of your order. Please contact your financial institution for further details. Yes You Can! is not responsible for any bank or credit card fees that you may incur. For any questions on the delay policy and/or cancellation policy, please feel free to call Customer Care at [\(888\) 381-0992](tel:8883810992) or email: [Returns@yesyoucan.com](mailto>Returns@yesyoucan.com).

Yes You Can Return Address:

2001 Midway Rd #200,
Lewisville, TX 75056

Yes You Can! Customer Support

(888) 381-0992
www.YesYouCan.com