

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

#### Returns

All returns must be postmarked within 30 days of the purchase date. All returned items must be in new or unused condition.

#### 100% Satisfaction Guarantee

Requests for a 100% refund based on our 100% Satisfaction Guarantee must be made within 30 days of the order. You are required to return to us the unused portion of the product as well as all opened packaging including empty stick packs, so we can do quality assurance. Follow the Return Process below to send back the used packaging and unused product.

#### Return Process

To return an item, please email customer service at [support@livecrescendo.com](mailto:support@livecrescendo.com) to obtain a Return Merchandise Authorization (RMA). After receiving a RMA Number, place the item securely in its original packaging and mail your return to the following address:

Crescendo Marketing

RMA #

401 S. 45th St. East

Muskogee, OK 74403

Please note that you will be responsible for all return shipping charges.

#### Refunds

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least 15 days from the receipt of your item to process your return or exchange.

#### Exceptions

For defective or damaged products please contact us at the customer service number below to arrange a refund or exchange.

#### Questions

If you have any questions concerning our return policy, please contact us at 800-674-8999 [support@livecrescendo.com](mailto:support@livecrescendo.com)