

SHIPPING/RETURN POLICY

What methods of shipping does RealScience Athletics use?

Orders within the continental United States are shipped via USPS First Class or FedEx 2nd Day depending on weight. Orders to any other location are shipped via USPS First Class International or FedEx International Economy. You can view the status of your order with the tracking number you receive via email once your order ships.

How quickly does RealScience Athletics ship orders?

Once an order is processed it will be shipped either the same day or the following business day.

Which countries does RealScience Athletics ship to?

We currently ship our products worldwide with the exception of Germany, Italy, Finland, Norway, Sweden and Austria. These countries have very strict supplement importation laws and we have had frequent issues with our products being turned away at customs.

How long will it take for my order to arrive?

Orders within the Continental United States will typically arrive within 2-4 business days. International orders are generally delivered in 7-14 business days, though the exact time frame will vary depending on the location.

Will I have to pay any customs/import fees?

Any order being shipped outside of the United States may be subject to additional fees that are levied and collected by the destination country. These fees are considered as separate from the initial shipping charge and are the responsibility of the customer if they do occur.

What if my product is lost or damaged during shipping?

Regardless of how carefully a package is handled, there are some rare occasions where it may be lost during shipping or the contents damaged. If this occurs, the package will be re-sent at no additional cost to the customer.

What is the refund policy?

Your results are our #1 priority. That's why you'll only pay for our products if you're 100% satisfied with them.

If you purchase a RealScience supplement and are unhappy with it for any reason, just let us know and we'll promptly refund your purchase. You don't even need to go through the hassle of returning the item to us.

Very few companies will offer a guarantee like this, but we truly value our customers and know that the quality and effectiveness of our supplements stands on its own.

(To protect ourselves from people abusing the refund policy, this guarantee applies to first-time purchases made within 3 months and is valid on a single bottle of each product. If you purchased more than one bottle and would like a complete refund then it's required that the additional units be sent back to us so we can re-add them to our inventory.)

Your refund will be credited back via your original method of payment and will be processed within 5-10 business days.

What if my shipment is denied by customs?

Every country has its own dietary supplement laws as well as its own regulations for importing products from other countries. The customer is responsible for knowing the specific laws/regulations of his or her own country to ensure that the import of RealScience Athletics products is allowed. If items are rejected by customs and returned to RealScience Athletics, the customer will receive a refund for the original purchase price minus the cost of shipping and any additional fees incurred, such as quarantine fees or warehousing fees.