



Subscription Ordering Terms and Conditions

Summary

The subscription ordering program allows loyal Pure Haven Customers to easily receive their non toxic products on a regular schedule and receive a generous 10% discount on all subscription orders.

Terms and Conditions

- All Customers and Consultants are eligible for subscription ordering and discount.
- Subscription orders are defined as orders set up to be received by a Customer or Consultant every month, every two months, or every three months. Subscription orders are processed by Pure Haven automatically on the 5th or 20th day of the month, based on the subscription date set at time of enrollment or revised thereafter.
- There is no enrollment fee required and no minimum order amount required to create or maintain a subscription order.
- Subscription orders of any size qualify for an immediate 10% discount. Discount applies to product purchases only, before tax, delivery, and other fees are applied.
- Subscription ordering benefits may be earned alongside Pure Member rewards (i.e. receiving 10% subscription order discount while earning the Pure Member 10% product credits based on order total; please see Pure Member Rewards Terms and Conditions).
- Product credits cannot be redeemed on subscription orders.
- Subscription orders must be placed under the same Customer ID used for enrollment to receive 10% discount.
- Customers/Consultants with subscription orders will receive email or other communication from Pure Haven approximately five (5) calendar days in advance of the designated order date (i.e. the 5th or 20th of the month). This communication will include a reminder of the order processing date and the details of the order. Customers/Consultants with subscription orders should contact their Consultant or Pure Haven Customer Service with any questions or issues. Any changes must be made to a subscription order by the deadline outlined in this communication, typically by 11:59 p.m. ET the day prior to processing but varying when processing date falls on a weekend or holiday. Customer Service team members will be available by email (customerservice@purehaven.com) for assistance through 8:00 p.m. ET the day prior to processing.

- Pure Haven cannot accept order changes or cancellations once the invoice has been processed with payment.
- Subscription orders returned to sender will incur a returned order fee.
- If credit card payment on a subscription order is declined, the Customer/Consultant will be notified, and payment will be retried for two weeks following the original order processing date. If the order does not process by the end of that period, that month's order will be deferred to the next scheduled subscription order date.
- The subscription ordering program and these terms and conditions are subject to change at any time at the sole discretion of Pure Haven.