

***INTERNATIONAL*** ***SHIPPING AGREEMENT MUST BE ON FILE IN OUR OFFICE***

Type here, or print, scan and email ⏵

Customer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Fax #: 800-711-6740

## Shipping Loss/Damage/Agreement

Dear Valued KEVALA® Customer,

As you know, product(s) shipped to you outside the United States may result in either: a) Damage or loss; or b) Customs charges and duties.

When a shipment from the U.S. enters Canada or another foreign country, it encounters a slight but nevertheless real risk of LOSS. Kevala utilizes U.S.P.S. for the shipment of international orders. The good news is that insurance and tracking is now added to the order shipping cost. This ensures that, should your package be lost or damaged, you will not incur a loss of funds.

In addition, any shipment entering a foreign country from the U.S. may be rejected or detained by customs officials in that country. It is possible that small customs charges and duties may be assessed on your package. If your package is refused by customs and returned to Kevala, we will contact you to discuss the option of re-shipment of your order.

Such challenges to your receipt of your Kevala order are rare. They have not been a hindrance through many years of shipping to international destinations. Because these situations exist, however, it is important that you consider them in advance to make an informed decision about your Kevala order.

Thank you for reading and considering the foregoing information and Kevala® policies. We make every reasonable effort to assure impeccable shipments and your complete satisfaction with every Kevala product. If you wish Kevala to ship your order pursuant to the foregoing understanding, please indicate your agreement by signing or typing where indicated below.

Please return this page by email or fax. Once we receive it, your order will be processed and shipped promptly. We value your trust in Kevala and are here to serve you!

Email to: [customerservice1@karunahealth.com](mailto:customerservice1@karunahealth.com)

🗙 Type here⏵

***Your Signature (typed if emailed, handwritten for fax) Date***

***Kevala Management and Staff***

42 Digital Drive, Suite 7 • Novato, CA 94949 Phone 888-749-8643 • 888-764-3258 Fax 800-711-6740

[www.kevalahealth.com](http://www.kevalahealth.com)