

Refund Policy

Southern Life Essentials (herein referred to as “the company”) will award a full refund of your purchase according to the terms and guidelines described in this refund policy. Customers must submit a written request to the company via fax, email or by support ticket within thirty (30) days of product delivery. Qualified requests will receive in writing an approved RMA (Return Merchandise Authorization) number from the company. Customer must provide the company in writing shipment tracking number or other electronic documentation of the shipment and the approved RMA number must be written on the outside of the shipping box. All products must be returned in resalable condition within seven (7) business days (herein referred to as the “RMA timeline”) after the issuance of an approved RMA number. Products must be sent to the company’s principal business address of 201 Inglewood Drive Enterprise, Alabama 36330 (herein referred to as “company’s principal business address”) with the approved RMA number. If products are not received at the company’s principal business address with an approved RMA number according to the RMA timeline, no refund will be issued and any future options of returning the products in question for a refund will be forfeited. Shipments to any location other than the company’s principal business address will be denied and returned at the expense of the Customer. Eligible returns will be granted a full refund less all shipping and handling charges associated with your order.

Damaged Products/Shipments

In the event of the receipt of a damaged product, Customers must contact Southern Life Essentials in writing or by phone within five business days of delivery. After five (5) business days, products will no longer qualify for replacement. The company requires a photo be submitted to margobattenberg@yahoo.com that confirms the damaged area of the product or shipment. This photo must be received within five (5) business days. The company reserves the right to accept or refuse the validity of damaged product photos. If the company does not receive acceptable photos confirming the damaged product within five (5) business days, replacement products will not be provided. Upon receipt of this notification, the company will replace the product at no cost. The company reserves the right to require damaged products be returned to the company with an approved RMA number at the company’s expense. Any damaged products returned to the company without an RMA Number will be refused. The responsibility to act in the timeframe listed above as a result of any unsatisfactory product resides 100% with the Customer.

Effective September 2018