

ORDER PROCESSING

- 1 Most orders are processed within one to two business days (processing time does not include weekend days).
- 2 Orders placed on Saturday and Sunday will be processed the following Monday.
- 3 Orders for Express/Priority Shipping will be processed the same day if received by 2:00 PM PST.
- 4 Orders are processed and shipped on business days only (Monday through Friday, excluding major holidays).

*We are currently accepting orders that are billed or shipped to destinations in USA only.

*All purchases are subject to bank authorization prior to processing. Only authorized purchases will be processed and shipped.

ORDER INQUIRIES

You may check the status of your most recent order(s) by visiting our [Order Status](#) page. This is the easiest and fastest way to get the most current information regarding your Klarif.com Online orders.

When you click on [Order Status](#), you will be prompted to log in with your email address and password to view your Previous Orders under MY ACCOUNT INFORMATION page. This Order Status page will provide you with detailed information about your current and past orders. After your order is shipped, your tracking number, if available, will be displayed. To track your order via the carrier's website, you may click on the tracking number to view the delivery status of your order.

Please note: some carriers may not have tracking information available for up to 24 business hours after the order is shipped.

ORDER CANCELLATIONS

Occasionally, orders or parts of an order are cancelled by our system for various reasons. Some reasons are:

- 1 Item(s) not available.
- 2 Difficulty in processing payment information.
- 3 Cannot ship to address provided.
- 4 A duplicate order was placed.
- 5 Cancelled due to a customer request.

*If your order is cancelled, you will receive an email notice to explain the reason for the cancellation. You will not be billed for any cancelled items. If you are interested in placing a new order or if you have questions about a cancelled order, please contact Klarif.com Customer Service at 1.855.274.3237 or via [email](#).