



TERMS & CONDITIONS

Quotes

Quotes for jobs are valid for fifteen (15) days from the original quote day. Quotes are subject to change after the 15 days from the original quoted date.

Product Overage

Overage is any finished product that exceeds the ordered amount. Pinnacle Labs does an automatic 7% overage of raw material in order to meet the buyers order as well as for product testing and retains per FDA (21.CFR.111) regulations.

Please take this into consideration if buyer is considering supplying their own raw materials.

Payment

Prepaid: A buyer's first order must be prepaid. For prepaid orders, 50% of the payment must be made to begin the order. Production will begin and will finish the product. The remaining 50% of the payment must be made in order to ship the product to the customer. Price does not include shipment cost or production overage. A storage fee of 1.5%/month will be applied if product is not shipped or picked up within 30 days after product is released. This option is also available for existing customers as well.

Net 30 Terms: Buyer agrees to pay in full the amount owed within 30 days of receiving an invoice. Price does not include shipment cost or production overage. A fee of 1.5%/month will be applied to late payments. This option is only available for existing customers.

Lead Time

Custom formulation lead time is one (1) week. A custom formula will be developed for the buyer within those that week. The formula will then be presented to the buyer as well as samples of the said formula for approval only after the buyer has signed and returned Pinnacle Labs Mutual Confidentiality & Nondisclosure Agreement and make a flat rate payment of \$ 200 U.S. dollars per formula. If buyer is not satisfied, Pinnacle Labs will then reformulate until the customer is satisfied with the formula with no additional costs.

Lead time begins when Pinnacle Labs has received all raw materials to process the buyers order. Lead time is four (4) to five (5) weeks for encapsulation, powder and packaging productions. Within that time, the buyer's product will be manufactured, tested for potency and microbial contamination, inspected and released. Any additional testing can be conducted; the cost of testing that Pinnacle Labs does not require by the FDA (21.CFR.111) will be added on to the buyers invoice and may take more time depending on the test(s).



Customer Supplied Raw Materials

All supplied raw materials should correspond with cGMP and FDA 21.CFR.111 regulations. When supplying raw materials, please include proper documentation (Certificate of Analysis, MSDS, etc) with the raw materials. We reserve the right to reject any raw materials that do not supply the proper documentation upon arrival to Pinnacle Labs International warehouses.

Shipping/Pick up Policies

Shipping will be paid for by the buyer in the amount that is required to ship. This cost will be added onto the buyers invoice. Pinnacle Labs ships by UPS and by freight companies. The buyer can schedule their own freight to pick up their product if needed within Pinnacle Labs' business hours (Mon-Fri, 8am-5pm). If an item is lost during shipping, the total cost of item, including shipping, will be refunded to the buyer by the seller. Shipping costs may vary if shipping internationally. If an item is damaged during shipping, seller will not be held responsible.

Refund, Return and Rework Policy

Items are entitled to be refunded, returned or reworked based on complaints within ten (10) days from when the buyer has received their product. Typical cGMP procedures are: all aspects of the product are inspected, verified and approved or rejected upon receiving. If the buyer exceeds the 10 days, they are accepting the shipment and full responsibility of anything thereafter. If an item is damaged during shipping, seller will not be held responsible. It must be claimed with the shipping company. If an item is unsatisfactory, a written explanation (support@pinnaclelabs.net) is needed before the item may be considered for a refund or for the product to be reworked. Buyer must take into account the description of the item before requesting a refund/rework. If the item matches the description by the seller and the buyer is unsatisfied, seller is not responsible for refund. If there was a mistake made by Pinnacle Labs International and the buyer would like said product to be reworked, Pinnacle Labs will gladly rework the product.

Order Changes

Any changes needed to be made to the buyers order must be made at a reasonable time and fashion; preferably before any of the stages of production have been begun depending on the buyer's changes. If the change can be made within the order, it will. If the buyer's product(s) have already been placed into production and cannot be changed, it can be changed for the next order. In both instances, the buyer then must resubmit a quote letter stating the changes and approving these said changes.



Documentation

Certificate of Analysis' (CoA) are provided for every batch number produced. All information on the Certificate of Analysis' are based off the formula per capsule, 3rd party microbiological and potency testing and final product inspections. CoA's are not disclosed and are kept confidential. Only CoA's for that product or company can be released for said product or company.

Pinnacle Labs International can assist the buyers' needs for documentation of any of the components of their final product.

Complaints

Any complaints about products may be sent to our support team: support@pinnaclelabs.net or (800) 600-4634. There is no guarantee of a resolution. Each case will be evaluated individually.

Legalities

The seller is not responsible for any health or safety concerns once the shipment has left Pinnacle Labs International's warehouse. If any harm is incurred from the items purchased by the buyer, the seller shares no responsibility.

Governing Law

This sale and all agreements hereunder shall be made in and governed by the laws of the State of California, within San Bernardino County (see Mutual Confidentiality & Nondisclosure Agreement).

I have read and agree to the terms and conditions. I'm also aware that these terms and conditions are subject to change.

Company:

Signature:

Street Address:

Name (Print):

City, State, Zip:

Title: