

DELIVERY POLICY

PURCHASES ARE DONE VOLUNTARILY IN CUSTOMER'S OWN VOLITION

ALL ONLINE SALES ARE CONSIDERED FINAL.

DELIVERY POLICY:

1. Preparation and packing of orders will start upon confirmation of payment.
2. Shipping fee will be shouldered by the customer. Cost included in the order form should be paid accordingly.
3. Paid order forms will be shipped out within 48 hours upon confirmed payment. Dispatch of orders will be Mondays to Fridays from 1pm to 5pm and Saturdays 9am-12pm.
4. For Cash on Delivery Transactions, orders will be shipped out on the next Wednesday or Saturday of the same week.
5. Dispatchers will contact the client prior to shipping out the package to confirm availability of receiver at delivery address. Buyer or customer can nominate a representative to receive package on his behalf. Name and contact number of the representative should be sent to VITARGO PH.
6. Only selected areas within Metro Manila are eligible for Cash on Delivery Transactions. Vitargo PH will confirm via Text or Email if orders are eligible for COD before or after orders are placed. Vitargo PH has the right to reject or cancel Cash on Delivery orders if area is not serviceable or if client is unresponsive before dispatch. Clients will incur additional delivery charges if they fail to receive and pay for their orders. Vitargo PH has the right to nullify unpaid orders.
7. For orders with confirmed payments, packages can be expected to be delivered 2 to 3 business days for addresses within Metro Manila; 3 to 5 business days for those outside Metro Manila. For Cash on Delivery transactions, dispatch of orders will be 3 to 4 business days.
8. Customers residing in metro manila may opt to pick up their orders at TRUVETTA CORP located in No 20 EVP Townhouse, 2nd Ave. Riverside Village, Sta Lucia 1608 Pasig City, Philippines.
9. International shipping is not available.
10. No deliveries to PO boxes.

11. For non serviceable areas of chosen courier; buyer/customer will be advised of the nearest courier outlet for consignee pick-up.
12. Clients/consignees will be sent tracking number/waybill and contact number of the courier.
13. In instances of Force Majeure which may include but not limited to war, riots, fire, flood, hurricane, typhoon, earthquake, lightning, pandemic, explosion, strikes, lockdowns, slowdowns, prolonged shortage of energy supplies, and acts of state or governmental action, Vitargo Philippines will not be held liable for delays in delivery

