



Order Policies

SOTA office hours in Canada are: 8:00 a.m. to 4:00 p.m. Pacific Time Zone, Monday to Friday.

How to Order

- Order online using our secure Shopping Cart
- Order by telephone or fax: 1.800.224.0242, 1.250.770.2023, Fax 1.250.770.1999
- Order by mail: SOTA Instruments Inc., PO Box 77, Penticton, BC V2A 6J9 Canada

Payment

- We accept VISA, MasterCard, PayPal and Bank Transfers.
- Canadians may use Interac e-Transfer (also known as 'email money transfer'). Please contact us for details.
- For mail orders, we also accept International Money Orders.
- All Canadian and International Orders (excluding the US) are charged in Canadian funds unless you request otherwise.

Credit Card Authorization

- We do not charge your credit card until your order is ready to ship.
- In order to protect both yourself and SOTA from unauthorized credit card use, all customers who place orders above a certain dollar value, and who do not have an established purchase record with us, are required to complete our Credit Card Authorization form. We only need this form and documentation to be submitted once and all future orders should not require it.

Waiver

While this technology is generally considered safe, there exists potential for rare individual reactions that cannot reasonably be foreseen. Therefore, your use of the SOTA Products constitutes your agreement that you are responsible for your decision to use the technology.

Import Charges

Please know you may be charged brokerage, duties, taxes, import fees, etc. The shipping company will collect these fees from you, if applicable, on behalf of your local, state and/or federal government.

Terms of Purchase

Please note that all purchases of SOTA Products are deemed to be made in Penticton, BC, Canada and are subject to the laws of British Columbia, Canada.

Delivery Details

Delivery times listed are estimates only. They are not a guarantee. We are not responsible for deliveries that take longer than indicated.

Courier Delivery

- For courier delivery, please include a street address and telephone number. Courier companies cannot deliver to PO Boxes.
- Courier service is not available to the United States.

Special Shipping Instructions

Please contact us by telephone, fax or email to place an order if you have a special shipping request. We cannot guarantee that we will be able to meet all requests, but we will do our best.

SOTA Return Policy

- Products that are unused (accessories and units) can be returned for a full refund, less shipping charges, within 30 days.
- Units that have been used but are in as new condition can be returned for a refund within 30 days. A restocking fee will apply.

The minimum restocking fees are:

- Silver Pulser & Bio Tuner – 20%
- Magnetic Pulser, Water Ozonator & LightWorks – 10%
- Accessories: The personal nature of accessories means, once used, they cannot be returned for refund.
- Shipping charges are non-refundable. Return postage and insurance on the item(s) are your responsibility.



- All returned items require a Return Merchandise Authorization (RMA) number. Please contact us for an RMA number and return instructions before returning any product.

Repairs

Please contact us for a Return Merchandise Authorization (RMA) number and return instructions before returning a unit for repair: repairs@sota.com.