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Material for Minors: For information on protecting children from harmful material, visit GetNetWise or OnGuard Online. 2. Complaints: If you have a question or issue with the website, email legal@scentsy.com or write to SCENTSY, Inc., 3698 E Lanark, Meridian, ID 83642. 3. Governing Law: This agreement is governed by Idaho law and any dispute will be resolved in Boise courts. 4. Miscellaneous: If a provision is deemed unlawful, it's severed from the rest of the terms without affecting their validity. 5. Refund Policy: Scentsy ships products within 10 business days; back-ordered items are noted on your order. Workstation status: shipped in part. Back-ordered items not shipping within 30 days get notified. PRV charges on back-ordered stuff unless discontinued, then cancel 'em for refund or credit. Cancel or get a replacement; PRV goes down by the amount you refund or credit. Do customer exchanges with your consultant, but if can't find them, call Consultant Support (1-877-855-0617). 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