

Frequently Asked Questions:

- **When was FreshWave Organics founded?**

FreshWave Organics was founded in 2020 to offer certified organic and non-GMO snacks and beverages without compromising high-quality standards by [COO Jason Lee](#), at a lower, more affordable price point.

- **What is the Mission Statement of FreshWave Organics?**

FreshWave Organics mission statement is “organic food need not be expensive.”

It is rooted in the founder and COO, Jason Lee’s, belief that organic food, especially organic snacks and beverages, need not be expensive and should be accessible to those who want to buy it.

- **What specific organic food products does FreshWave Organics produce?**

FreshWave Organics produces high-quality certified organic and non-GMO snacks and beverages.

- **What is the difference between certified organic and non-GMO food products?**

All organic products are non-GMO, but not all non-GMO products are organic.

Certified Organic is a holistic certification regulated by the USDA (or the CFIA in Canada) that covers the entire production system. Certification involves annual inspections, review of an organic system plan, and risk-based residue testing.

Organic products must contain 95–100% certified organic ingredients, and livestock fed 100% organic feed. GMOs, synthetic pesticides, chemical fertilizers, irradiation, and sewage sludge are prohibited. FreshWave Organics complies with all regulations.

Non-GMO certification, such as the Non-GMO Project Verified label, focuses solely on the absence of genetically modified organisms. FreshWave Organics tests for high-risk ingredients, conducts supply chain segregation, and documentation to ensure compliance in all its processes.

- **Are FreshWave Organics ingredients ethically sourced and fully traceable as claimed?**

Yes, all FreshWave ingredients are ethically sourced from local organic farmers in the Shenandoah Valley of Virginia, United States, and fully traceable as claimed. Traceability is the ability to track and follow a food product through all stages of production, processing, and distribution. FreshWave Organic system relies on recorded identifications at each critical point in the supply chain to create a product’s complete history. Information on ingredients can be obtained on the individual product. Detailed information on ingredients can be accessed on the FreshWave Organic website- freshwaveorganic.online

- **What are the specific steps FreshWave Organics has taken in its commitment to sustainability and transparency alongside its eco-friendly packaging?**

FreshWave Organics has shown its commitment to sustainability and transparency, alongside its eco-friendly packaging, through its strict adherence to sustainable farming practices, significantly mitigating environmental damage by prioritizing soil health and biodiversity, which translates into healthier ecosystems. FreshWave Organics ensures transparency through comprehensive disclosure built on data accuracy, accessibility, third-party validation, and taking into consideration and addressing all relevant ESG factors for stakeholders. Click on the product photo to find detailed information about the snack or beverage you want to purchase.

- **How can I track my order?**

Freshwave Organics always sends a tracking number for shipped products via email and optional text messaging. You can choose to include a text message to track your order when placing your order.

- **Does Fresh Wave Organics accept product returns?**

Yes, FreshWave Organics accepts undamaged returns that have not expired after purchase within 30 days of purchase with the order number or receipt. Call customer service for assistance@ 1-800-700-3333 or email returns@freshwaveorganics.online.

- **What should I do if I receive a damaged product?**

FreshWave Organics will replace the previously damaged products you receive. Please take a photo and email returns@freshwaveorganics.online or call 1-800-700-3333 for assistance. Damaged items are typically replaced within 3-7 business days.

- **Does FreshWave Organics ship internationally?**

We currently do not offer international shipping, but some e-commerce platforms carry our products in other countries. Google FreshWave Organics in your country of residence to see available e-commerce platforms to place your order.