

RETURNS POLICY

We are here to help you find the products that are the perfect fit for your skin, wellbeing and lifestyle. Our goal is for you to be completely satisfied with our products and we will accept any full-sized product for a return or exchange, as long as it is received within 60-days of initial purchase receipt.

WHAT ARE THE STEPS TO RETURN PRODUCTS?

Our Customer Service Team will assist you. We can also recommend products for exchanges. It is important that you contact us before you send in a return or exchange. We are not responsible for returns lost in transit that have not been communicated to our team. Here is the process:

1. *Connect with our team by going to our [Help Center](#) and submitting a ticket.*
2. *We will then email you a pre-paid return label with an RMA #. You have 28-days for the product to reach us. If it doesn't arrive within 28-days the pre-paid label will be voided.*
3. *Please safely pack the products and include the return form, along with the RMA #.*
4. *Mail the package to:*

Herbal Alchemy Returns
PO BOX 327
Rockwood, TN 37854-0327

2. *Once we received your return, we will process your refund, minus the cost of the pre-paid shipping label.*

CAN I RETURN A LAUNCH PACK OR BUNDLE?

Packs and bundles are only eligible for returns or exchanges if all of the pieces of the packs and bundles are included in the return. Further, returns received that have not been discussed with our Customer Service Team and that are not in compliance with our Return Policies will be held for seven (7) days. If outside the 60-day return time-frame, products will be returned to the sender at their expense or donated.

WHAT IF I RECEIVED AN ORDER WITH BROKEN ITEMS, MISSING ITEMS, OR MY PACKAGE IS MISSING?

Please contact the Customer Service Team through our [Help Center](#) as soon as possible after receiving your delivery, or when you notice a package is missing after receiving our delivery confirmation email. For missing packages marked delivered to the address on the order, we require a minimum of two (2) business days to file a claim with the carrier before sending a replacement.

Please check your order immediately for anything broken or malfunctioning so that you can return it immediately. Waiting months to open and test the products could result in the item not being eligible for a return.

Please know we are unable to assist with items that arrived broken, missing items, or missing packages, outside of the 60-day return/exchange policy time-frame or without a photo of the broken items and/or package. Please email what item was damaged or wrong in the order. We ask that you submit a picture of the wrong or damaged article with the Pack slip lying next to the product to help us manage your request in a timely fashion.

