

## Natures Dispensary Delivery & Returns Policy

### Delivery

All orders are shipped within 48 hours, Monday – Friday, 9am – 5pm. We can not guarantee next day deliveries and should there be a delay of more than 3 days, we will contact you and advise you of when it will be due.

### Carriers

We use the following carriers to deliver our orders:

- Royal Mail

### Order Tracking

If a tracking # is provided by the delivery carrier, we will update your order with the tracking information.

### Delivery Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. On the final checkout page you will be shown what the cost of delivery will be, and you will have a chance to not place your order if you decide not to.

### Back Orders

If an item goes on back order we will deliver you the part of your order that is in stock. When the item becomes available we will deliver you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

### Returns

We understand that from time to time you may wish to return a product to us.

We have created this 14 day delivery and returns policy to enable you to return products to us in appropriate circumstances.

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- we receive the returned product within 14 days following the date of purchase of the product;
- the returned product is unused, in its original, unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new.

### Returns procedure

In order to take advantage of your rights under this policy, you must: telephone or email to notify Natures Dispensary before returning a product – stating the invoice or receipt number

### Exclusions

The following kinds of products may not be returned under this policy:

- food, drink and any other products liable to deteriorate within the period set out in the 'Returns' section above;

**Refunds**

We will give you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy including the original delivery charges and including the costs of returning the product to us.

**Improper returns**

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

- we will not refund or exchange the product;
- we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product;