

Her Body And Beauty

# SHIPPING/RETURNS/RE-PLACEMENT/REFUND POLICY FAQ

## **What is the estimated processing time on orders?**

The average processing time is 2-3 days if the order is placed before 12pm Eastern time during business days. Processing on the weekend and Holidays will be extended. Orders placed on Friday and Saturday will be processed by Monday. Orders placed on Sunday will be processed by Tuesday.

## **What is the estimated shipping time?**

Orders usually arrive within 3-5 days once shipped. Please note carrier delays can occur, and we have no control of this. If you experience a delay, please reach out to the carrier first before contacting support. You can contact support at [support@herbodyandbeauty.com](mailto:support@herbodyandbeauty.com)

## **What is the return policy on orders?**

At this time, we are not accepting returns due to COVID-19. If you received a damaged item in shipment we will send a one time replacement. In order to receive a replacement order/item, you must send an email to [support@herbodyandbeauty.com](mailto:support@herbodyandbeauty.com) within 24-48 hours of receiving the item (No Exceptions). The email should include the name of the product, invoice number, the photo of the damaged item, your name, and original delivery address. After 48 hours, if we do not receive an email regarding your damaged item, we will no longer issue a replacement, or refund.

If the replacement order arrive damaged, a refund will be processed.

## **Can I exchange an item?**

Items can not be exchanged. If you ordered the wrong item, you must place a new order for the item you wish to purchase.

If you received the wrong item, you must contact support within 24-48 hours of receiving the order. After 48 hours we will no longer replace an item that was sent in error. It is your obligation to report missing or wrong items in orders.

## **What should I do if my package has not arrived?**

Check with the carrier to get a status update. If the package has been delivered, please check the area for your package. If the status show lost in shipment or you have not received your item, please file a claim with your carrier before contacting support.

## **I have an issue with my order. What should I do?**

Please report any order issue within 24-48 hours of receiving our order (No exceptions). Contact us at [support@herbodyandbeauty.com](mailto:support@herbodyandbeauty.com)

## **Do you ship internationally?**

We do not ship international orders. The shipping address must be within the United States. If you place an order to be shipped outside the US, it will be cancelled, and you will receive a refund minus the payment processing fee.

## **What if my order was returned?**

We are not accepting returns at this time. If your package was returned by the carrier for any other reason, such as not deliverable because you weren't available to receive the package, you must pay a return shipping fee, and a new shipping fee if you wish to have it redelivered. If you choose not to have the package redelivered, you will not receive a refund as we are not accepting returns due to Covid-19. The package will be discarded by the carrier.