

The following terms and conditions apply with returning your order for a

Refund or Exchange:

1. The orders must have been placed on Naturies official website. If your items were purchased at an authorized retailer, please contact the retailer directly to arrange a return.
2. Products must be report and returned within 30 days from the original order date.
3. Proof of purchase (receipt or packing slip) must be attached with your return.
4. Used or opened products cannot be accepted as return.
5. Original shipping and handling charges are non-refundable in the cases such as item is no longer required. It is also unavailable to claim or refuse the item at customs, ordered in error, or missed the delivery.
6. Based on receipt of the order, your item(s) will be refunded to the original form of payment used to purchase the products, minus a service and administration fee (if applicable) . Please allow up to 30 working days to receive the refund.
7. Naturies has no responsibility to accept any late, lost, incomplete, misdirected, delayed, incomplete, inaccurate or illegible refund claims due to error, omission, tampering, theft, destruction or otherwise.
8. Please note that packages can takes time to be returned to us. A full refund will only be transferred if the return is a result of our fault.
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10. When Naturies deems it necessary, Naturies reserves the right to decline any refund request that we have reason to believe that it does not meet the terms and conditions and/or verify the validity of all claimants.

Logistic and Delivery

Delivery times are set by Naturies and therefore vary depending on which product you are buying from. After placing your order, you will be able to track its progress by logging into the relative Platform which will either display the progress of your order, or provide a link to the relevant carrier's site (on which you can check your order's progress).

To ensure successful delivery, you must provide a delivery address where someone will be present during business hours. Naturies will not be liable for late delivery where attempted delivery has occurred on or before the relevant delivery timeframe.