

## **NaturesBrush Policy Statement**

NaturesBrush wishes your shopping experience with us to be a happy one. Listed below are our company policies.

### **Minimums**

We do **not** have a minimum order amount and you are welcome to order as little, or as much, as you want.

### **Shipping**

We are happy to ship with both Priority Mail and Fed Ex shipping. Priority Mail normally takes 2 to 3 days but may take up to one full week to reach you. Fed Ex transit time varies based on your zone. However, some zones take up to 9 days, so keep that in mind when placing your order. Our shopping cart will charge your card at the time that you place your order.

### **Zones**

Because both FedEx and Priority Mail are zoned, if you choose an incorrect zone (example: you live in New York, yet choose Priority Mail - California), we will charge you the correct shipping price. With the Postal Service's zoning program, this could be a difference of up to \$8 per pound. Please take care to verify that you are choosing the correct shipping rate for your package.

Additionally, because of our dedication to fast turnaround times, **cancellations, as well as additions and changes to orders can only be accepted up to four hours after your order has been placed.** Credit Card orders that are cancelled after packing for any reason are subject to a 15% restocking fee.

**Payment methods:** We accept Visa, MasterCard, American Express and Discover, as well as money orders. We do **not** accept personal checks. Money Orders can be sent to:

NaturesBrush  
4779 Templeton St.  
Ventura, CA 93003

**BE SURE TO DOUBLE CHECK YOUR ADDRESS!** If the package is sent out with the uncorrected address, and it is returned to us, you are responsible for the reshipping costs.

**Credit Cards:** If your card is declined and we need to restock your order (because it has been packed to get exact shipping charges), there is a 15% restocking fee. We do not restock your orders without first trying to contact you via phone or e-mail at least 3 times over a period of four weeks. If your card declines, there is a \$.25 charge added to your invoice. Unfortunately, our credit card company charges us a transaction fee for each declined card so we have to pass this charge along to our customers. Rather than spread the charges out over each order we have chosen to only charge the customers with declined cards; we feel this is the most fair and effective way to recoup the charges.