

Returns & Exchanges Policy

We gladly accept cancellations within 1 hour of purchase

But please contact me if you have any problems with your order.

Details of Exchange>Returns

Due to the nature of skincare products and our packaging we can not accept returns or exchanges. This is a Health and Safety concern as all of our products are created in a sterile package and area and we can not guarantee it will be returned in the same conditions.

All aromatherapy items are Final Sale.

If your item arrives damaged (cracked open, broken beyond usage) You, the buyer must contact us on the day of delivery with Photos of such damage. If the damage is deemed shipping damage, we will ship you a new package containing the same item that was damaged. Please understand it must be shipping damage, we can not be responsible for damage that occurs due to accidents/negligence.

Back to Naturals is not responsible for Lost or Stolen Packages marked "delivered". Buyer is responsible for providing the correct address and assuring said address is safe for delivery. Please be sure your address is correct at checkout, we cannot make any changes to addresses once shipped and we can not provide refunds or replacements. Please contact your local Post office in cases of lost or stolen packages, or your local Police Department.

All items are labeled with care instructions as well as provided in product description. Please be sure to take proper care of items as we are not responsible for incorrect usage or care.

All packages and products are inspected before departure for quality.

We do not give refunds or honor exchanges for items you feel are not for you, please see listings for all info before purchasing.

In the event that a refund is granted, the item(s) must be returned in their original state and packaging before the refund is given. Forced returns will not be refunded.

Buyer pays return shipping cost of \$4 for package(s) under 1lb and \$8 for package(s) 1lb+.

Shipping in all circumstances is non refundable. Buyers are responsible for return shipping costs if accepted.

We are aware of buy and refund scams. This will be reported as it is fraud and theft.

PLEASE know, I am a person behind this business, creating out of love, and a passion for the natural way of life. Please don't hesitate to contact me with any questions or concerns!