



Nature's Frequencies

PRODUCT RETURN POLICY

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Effective 2.1.22

PRODUCT RETURNS

Nature's Frequencies offers a 14 (14) day money-back guarantee on their products. The Company will promptly provide an exchange or refund depending on the preference of the Customer.

REFUND POLICY

The Nature's Frequencies 14 (14) day money back guarantee applies to all Customers who purchase products from the Nature's Frequencies website. If a Customer purchased a product and is not satisfied with the product for any reason, they may request a refund from the Company.

Shipping and handling fees are non-refundable. Therefore, the refund issued will be 100% of the original net purchase price excluding shipping and handling charges. The original net purchase price is the actual price paid after deducting any promotions or discounts applied to the product order.

Customers who purchase Nature's Frequencies products directly from an Independent Brand Partner instead of having the product order processed and shipped via the Company, will be required to request a refund from the Brand Partner who conducted the sale. The Brand Partner will be responsible for providing that Customer with a refund within five (5) business days of the request or once the payment has cleared.

RETURN AUTHORIZATION

All returned products require a Return Authorization code obtained by contacting the Customer Care Department via telephone or email at Office@NaturesFrequencies.com. Any products returned without this prior authorization are not eligible for a refund. The return request should include all product purchase details including the Brand Partner or Customer identification number, date of purchase, invoice number, list of items being returned and the reason for return.

Once the Return Authorization code is received, the items must be promptly shipped to the address provided by the Nature's Frequencies Customer Care Department. The package must include the Return Authorization code. Shipping and handling charges to return the product are the responsibility of the Customer.

Nature's Frequencies is not responsible for lost or stolen packages being returned. Therefore, the Company recommends using a shipping method that provides tracking and delivery confirmation to ensure delivery. If the package is of substantial value, the Company also recommends insuring the package for the appropriate value.

ORDER CHARGEBACKS

Nature's Frequencies offers a generous money-back guarantee and prompt refund policy. Therefore, the Company prohibits chargebacks from its Customers which can damage their merchant account rating.

Therefore, if a Customer initiates a chargeback against the Company, it will be considered a voluntary cancellation of their Membership Account.

REFUND TIMING

Once your return has been received, a credit to your order method of payment will be issued and a confirmation will be sent via email. Please note that Nature's Frequencies will promptly issue the refund. However, financial institutions have varying processing time schedules for refunds to be applied to accounts. Please check with your financial institution for their refund account crediting process.

REFUND SUPPORT

For refund assistance, please contact Nature's Frequencies' Customer Care Department using the telephone number listed on the Nature's Frequencies website or by email at Office@NaturesFrequencies.com.