

## **Return Policy Terms and Conditions**

### **1. Eligibility for Returns:**

- Items may be returned within 30 days of the original purchase date.
- To be eligible for a return, items must be unused, in original packaging, and in the same condition that they were received.

### **2. Non-Returnable Items:**

- Certain items are non-returnable, including but not limited to:
  - Gift cards
  - Downloadable software products
  - Personal care items

### **3. Return Process:**

- To initiate a return, please contact our customer service team at [greenleafbeauty@hotmail.com](mailto:greenleafbeauty@hotmail.com) to receive a Return Authorization Number (RAN).
- All returns must include the original receipt or proof of purchase

### **4. Shipping Charges:**

- Customers are responsible for return shipping costs unless the return is due to a defective item or an error on our part.
- Original shipping fees are non-refundable.

### **5. Refunds:**

- Upon receiving and inspecting the returned item, a refund will be processed to the original payment method within 7 to 10 business days.
- Please note, the timeframe for the refund to reflect in your account may vary based on your financial institution.

### **6. Exchanges:**

- We currently do not offer direct exchanges. If you wish to exchange an item, please return the original item for a refund and place a new order for the desired item.

### **7. Damaged or Defective Items:**

- If you receive a damaged or defective item, please contact our customer service within 48 hours of delivery. We will provide further instructions for returning the item and receiving a replacement.

### **8. Changes to the Policy:**

- We reserve the right to amend this return policy at any time. Changes will be posted on our website, and your continued use of our services constitutes acceptance of those changes.

By making a purchase, you agree to these terms and conditions. If you have any questions regarding our return policy, please contact us at [greenleafbeauty@hotmail.com](mailto:greenleafbeauty@hotmail.com).

