



## **POLICIES**

Our Customer Service Department is always ready to handle any questions or comments that you may have. Oils by Nature stands behind every product we supply. Each lot of material that leaves our facility passes a rigorous control check to ensure that you receive only the highest quality product. Should you experience a quality problem with your order, please contact our customer service department immediately at [info@oilsbynature.com](mailto:info@oilsbynature.com).

### **Payment Terms**

We accept all major credit cards, VISA®, MasterCard®, Discover® and American Express®, as well as Certified Bank Checks and Money Orders as payment. If you would like to pay for your order with a check or money order, please call our customer service department at 440.498.1180 and they will help you complete your transaction. Orders paid for via check or money order will be shipped after receipt of funds.

### **Order Requirement**

No minimum order requirement is necessary.

### **Wholesale Pricing**

Our pricing noted on our web site is our wholesale pricing. If you require drum sizing and pricing, please contact one of our Customer Service Representatives for further information at [info@oilsbynature.com](mailto:info@oilsbynature.com) or 440.498.1180.

### **Shipping**

Orders received by 12:00 noon will be shipped within 48 hours via UPS ground service unless otherwise specified by the customer. Shipping charges are calculated automatically via a direct link to UPS and are based on their standard rates. A UPS tracking number will be provided so you will be able to locate your package at any time during transit.

Any damages incurred during transit should be reported to our customer service department immediately. Damages not reported within three days of receipt of package cannot be accepted.

We are offering our customers the choice to use their UPS account for shipping purposes. A UPS Authorization Form will be required from the customer before any shipping can occur. Fill out the form and return to OBN for authorization. A copy of the form can be located in the Policies section of the web site.

Shipping to locations outside the continental United States is available via several carriers and will require additional charges. Contact our Customer Service Department at 440.498.1180 or [info@oilsbynature.com](mailto:info@oilsbynature.com) for more information. Shipments outside the continental United States via USPS will incur an additional \$5.00 processing fee.

### **Pick Up Orders**

We are happy to accommodate those who wish to pick up their orders at our facility during normal business hours which are Monday-Friday, 9:00 a.m.-5:00 p.m.. Check the box marked "In-Store Pick-Up" during the checkout phase. We will notify you when your order is ready for pick up and require a call back with a pick up date and time from the customer. We are located at 30300 Solon Industrial Parkway, Suite E, Solon, OH 44139.

### **Returns**

Due to the nature of our products, we can only accept returned merchandise that has not been opened and has the original seal intact. If your merchandise has not been opened, it can be returned for any reason

30300 Solon Industrial Parkway, Suite E, Solon, OH 44139

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within 3 days of receipt after approval from an OBN Customer Service Representative. You will receive a full refund of the total purchase amount, less any shipping and handling fees that may have been charged and a \$5.00 return processing fee. The credit will be issued to your credit card and will appear on your statement within the next two billing cycles. If you paid by money order, we will mail you a refund check within 15 days. Please follow these return instructions:

- Repack the item in the original packaging.
- Remove all previous labels from the package.
- Contact our customer service department to arrange for a UPS return pick up.