

Shipping Policy

LAST MODIFIED: 18 May 2023

Applegate Valley Herb CO, referred to as "we" and "us", operates the website (applegatevalleyherbco.com/) referred to as the "Website". When you place an order through this Website, you accept the following terms. These terms are established to ensure mutual understanding and agreement between both parties regarding our services and to protect the interests of both parties.

1. General

Subject to stock availability, we make an effort to keep accurate stock numbers on our website. However, on occasion, there may be an error in our stock count, leading to a situation where we cannot fulfill all your items at the time of purchase. If this occurs, we will deliver the available products to you and get in touch with you to determine if you prefer to wait for the restocked item or receive a refund.

2. Shipping Costs

The shipping fee is calculated during the checkout process, based on the weight, dimensions, and delivery location of the items in the order. The shipping payment will be added to the overall purchase amount and will serve as the final cost for the customer.

3. Returns

3.1 Return Due To Change Of Mind

At Applegate Valley Herb CO, we are more than happy to accommodate returns based on a change of mind, provided that the request for return is received by us within 14 days of receipt of the item.

The item must be returned in its original packaging, unopened and in a condition that is suitable for resale.

The customer will be responsible for paying for the return shipping and must arrange for the shipping themselves.

Once the return is received and accepted, we will process a refund in the form of store credit for a future purchase. Generated by Termzy.io. We will notify you via email once the process is completed.

Please note that while we will refund the value of the returned goods, we will not refund the shipping costs that were originally paid by the customer.

3.2 Warranty Returns

Applegate Valley Herb CO is committed to fulfilling all legitimate warranty claims, but they must be submitted within 90 days of receiving the items.

To facilitate the return process, customers will need to pay for the shipping upfront, but Applegate Valley Herb CO will reimburse the cost upon a successful warranty claim.

Once Applegate Valley Herb CO receives the returned items for a warranty claim, they aim to process it within 7 days.

- Upon confirming your warranty claim, you will have the option to choose from: A reimbursement to the payment method used;
- An in-store credit refund;
- Receiving a new item (if stock is readily available).

4. Delivery Terms

4.1 Transit Time Domestically

Typically, it takes 2 to 7 days for domestic shipments to be delivered.

4.2 Transit time Internationally

International shipping typically takes between 4 to 22 days in transit, with the exact duration dependent on the courier chosen. An accurate estimate can be provided during the checkout process when selecting the courier.

4.3 Dispatch time

Orders are typically sent out within 2 working days after payment has been received.

The warehouse operates from Monday to Friday during standard business hours, except on national holidays when it is closed. During these holidays, measures are taken to minimize shipment delays.

4.4 Change Of Delivery Address

Regarding requests for changing the delivery address, we can alter it prior to the dispatch of the order.

4.5 P.O. Box Shipping

Applegate Valley Herb CO will only use postal services for delivering to P.O. box addresses. Courier services are not available for these types of addresses.

4.6 Military Address Shipping

The shipping of packages to military addresses is possible with USPS, however, courier services do not offer this service.

4.7 Items Out Of Stock

In the event of an item being unavailable, we will process a cancellation and refund for the out-of-stock item and proceed with shipping the remaining items in the order.

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4.8 Delivery Time Exceeded

Please contact us if the delivery time has surpassed the expected delivery window, so we can initiate an inquiry.

5. Tracking Notifications

Once their order is dispatched, customers will receive a tracking link which will allow them to monitor the status of their shipment, as updated by the shipping provider.

6. Parcels Damaged In Transit

In the event of a damaged parcel during transit, kindly reject it from the courier if possible and reach out to our customer service team. If the parcel was delivered in your absence, please inform our customer service team for further instructions.

7. Duties & Taxes

7.1 Sales Tax

Sales tax has already been applied to the price of the goods as displayed on the website.

7.2 Import Duties & Taxes

The customs duties and taxes for international deliveries will be taken care of ahead of time, without requiring the customer to pay any additional charges when the shipment reaches its destination country.

8. Cancellations

You may cancel your order at any time prior to dispatch. However, if your order has already been dispatched, kindly refer to our refund policy for further information.

9. Insurance

The insurance coverage for loss and damage of parcels is up to the value declared by the courier.

9.1 Process for parcel damaged in-transit

We will process a refund or replacement as soon as the courier has completed their investigation into the claim.

9.2 Process for parcel lost in-transit

As soon as the courier finishes investigating the claim, we will proceed with either a refund or a replacement.

10. Customer service

For all customer service enquiries, please email us at feelbetter@applegatevalleyherbco.com.