

Moondrop Herbals, llc

Return Policy

Defective items are always returnable for refund or replacement and must be returned within 3 days for refund or exchange. If you can't get into the store please contact us as soon as possible. We may request that you send photos.

Non-consumables

Unworn, undamaged and unopened items returned with receipt within 7 days of purchase will be refunded or exchanged for full price. After seven days refund/exchange will be at the discretion of Moondrop Herbals or Consignor of the items and based on individual circumstances.

Consumables

Sorry, We Can't Accept Returns on These Items:

- Opened/seal broken essential oils,
- Skin, bath, or comfort items
- Tea, spice blends, herbs, chocolate, coffee, and all bulk items.
- **Exception** – unopened and sealed coffee and essential oils can be returned with receipt within 7 days for a full refund.

After seven days refund/exchange will be at the discretion of Moondrop Herbals and will generally have to be denied as consumable items can't be resold even when still sealed. As a small business owner, please understand that time and materials are a substantial cost to my business.

In Most Cases: Shipping cost will remain the responsibility of the purchaser. The exception to this is items that must be returned due to damage or incorrect items when returned within 3 days.