

# Pure Natures Design Inc. Returns & Shipping

For a full refund of the product purchase price, your order must be received within 30 days of purchase. Shipping costs are nonrefundable. We will happily pay return shipping fees if the delivery is a mistake of Pure Natures Design Inc. Pure Natures Design Inc. (ex. you received a broken or wrong item). If you have a purchase of more than 1 item, only 1 item of each type is allowed to be opened (i.e. if you ordered Pure Natures Design Inc Hemp Oil, Hemp Infused Coffee, Full Spectrum Gel Caps, Pet Soft Chews or Pure Natures Design Inc. Gum Drops, both can be opened, but not 2 bottles of Pure Natures Design Inc. Hemp Oil or another two of the same items) – others must come back unopened and unused in order to receive FULL refund. No sample pack items can be returned for refund.

Under no circumstances will a refund be processed without proper documentation including the packing slip that contains your account identifying information. All returns must be received within 30 days of the purchase date. All returns must be returned to Pure Natures Design Inc. Shipping department: 6902 Patterson Road, Ste. H Livermore, CA 94550

Refunds may take up to 4 weeks before they appear on the customer's bank statement – most cases will be quicker, however due to return shipping time (3-9 business days), return processing (4-7 business days), and refund requests to the bank (4-9 business days), it can take up to 4 weeks.

For returns, contact us at [support@purenaturesdesign.com](mailto:support@purenaturesdesign.com) or call us at 925-777-9782 live chat to request a refund. No returns can be accepted for refund without the packing slip that contains your account identifying information and must be within 30 days of the purchase date.

Our shipping department is working hard to make sure your Pure Natures Design Inc. purchase gets to your doorstep exactly how you ordered. Your shipping cost is calculated based on the price and weight of your total checkout.

Our shipping and handling charges cover the expenses we incur to process, pack, and ship your order. Your charges are dependent on the method you select based on the above information. Standard shipping typically takes 2 – 7 business days, excluding weekends and federally observed holidays. In some cases, shipping may get delayed. International Orders may incur delay due to customs duty fees and transit, expected arrival is up to 4 weeks from purchase.

We provide you with an email confirmation and tracking number to follow your shipment for continual updates for orders in the United States.

Any questions concerning your shipment? Call us during normal business hours at 925-777-9782. After business hours please email us any questions here [support@purenaturesdesign.com](mailto:support@purenaturesdesign.com)