

WholeMana
Shipping and Refund Policy
Effective 2018-17-01

Order Confirmation

As soon as you place your order, you will receive an order confirmation email. This means that we have received your order in our system and pre-authorized your credit card for the purchase. As soon as we receive your order, we automatically confirm that it is in stock and available for immediate shipment. If your item is on backorder or unavailable, we will void the pre-authorization and contact you via email. If your item is available for immediate shipment (within 5 business days), we will process the charges and submit the order for shipment.

Order Shipment

If your order is stock and we process the charges to your credit card, it will ship within five (5) business days from the date of your order. We will send you tracking information, within 24 hours of your order leaving the warehouse, to the email address you provide when checking out. If you do not receive tracking information from us within six (6) business days of your order, please [contact us](#)

Damages

Please inspect the packaging of your item upon arrival. If you notice any damage you should make note of it when signing for delivery. If your item does arrive damaged, please send photos and we will process an insurance claim on your behalf.

Refunds

You must notify us within five (5) business days of order shipment that you wish a refund. You (the buyer) will be responsible for the actual return shipping charges. Returns must be received within fifteen (15) business days from the date of original shipment. Refunds will only be issued upon receipt of returned item at our Office. Refunds will only be issued to the original payment method used when the order was placed.

Questions

or

Comments

If you have questions or comments about our Shipping and Refund Policy, please [contact us](#)