

## **Return Policy**

Returns on our Premier Stock Formula Line can be made within **14 days** of their delivery date, so please promptly inspect your products upon arrival.

### **Lead Time**

On all orders, lead-time is 1 to 3 weeks.

### **Order Minimums**

*Stock Formula Products:* \$100 (excluding orders of sample-sized items).

\*All orders over \$5,000 require a 50% deposit at time of order, if payment is received outside of the KM Herbals E-commerce store platform.

*Custom Formulations:* 5, 15, or 30 gallons.

### **Payment**

All products and services must be paid for at the time of order. Our E-Commerce store accepts Visa, MasterCard, and PayPal. Please inquire at [info@kmherbals.com](mailto:info@kmherbals.com) or call 707.878.2980 to discuss alternate forms of payment, terms, and ordering options.

### **Pricing**

All prices subject to change due to availability of raw materials.

### **Labeling**

All unit/retail-sized products arrive unlabeled to accommodate your own branding. However, if you wish to order these items with our in-house label, you may do so by selecting your labeling preference and the appropriate quantity in our Packaging & Labeling section. Additional fees apply.

### **Product Shelf Life**

12 months from date of manufacture is our best recommendation. Exceptions may include products made with high percentages of fixed oils and butters, such as facial and massage oils, which are more fragile and may expire sooner. To find the date of manufacture, look for the Batch Number on each product. The Batch Number for each product will be the Month, Day and Year of product made. For example, Batch Number 040516 means the product was made on April 5<sup>th</sup> 2016. The Period After Opening varies from 6 months to 18 months depending on product type, specific ingredients, container, and storage conditions.

### **Shipping & Handling**

We use UPS standard ground service unless otherwise stated. Customers are responsible for shipping and handling costs, and shipping rates are subject to change without notice. Clients not purchasing via the KM Herbals E-commerce store may inquire to provide their own shipping method or account number, however, a handling charge will be applied to cover KMH packing and supplies.

Last Updated: January 2017