



Sovereignty Herbs, LLC Returns and Refunds Policy

Thank you for shopping at Sovereignty Herbs. If you are not entirely satisfied with your purchase, we're here to help. Please read the following returns and refunds policies, and if you have any questions contact us by emailing support@sovereigntyherbs.com.

Eligibility

To be eligible for a return, please make sure that:

- The product was purchased in the last 30 days
- The product is unopened *and* in its original packaging
- The product isn't used or damaged by purchaser or postal carrier (see 'damaged items' below).
- Personalized herbal blends from our clinic, including but not limited to teas, tinctures, and encapsulations, are NOT eligible for return under any circumstances, unless they arrive in damaged condition (see 'damaged items' below).

Products that do not meet these criteria will not be considered for return.

Return and Refund Process

Please contact us by [email](mailto:support@sovereigntyherbs.com) before you send the product:

By email: support@sovereigntyherbs.com

You will be asked to send the product with its original packing to:

Sovereignty Herbs, LLC
7247 N Coolville Ridge Rd
Athens, OH 45701

Once your product/s have been safely received, you will be issued a refund through the payment processor used for your original transaction (Stripe to Bank Account/Credit/Debit Card or PayPal). Please allow up to 5 business days for your refund to appear. If you do not see your refund within 5 business days, please reach out to support@sovereigntyherbs.com.

Shipping charges

Shipping charges incurred in connection with the return of a product are non-refundable. You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from Sovereignty Herbs.

Damaged items

If you received a damaged product, please notify us via email immediately for assistance with photos that document the damage. We will be diligent about replacing products that have arrived to you damaged only as a result of our negligence or packaging or packing error. If damage has occurred due to postal carrier negligence, we suggest you consider filing a claim directly with the postal carrier. We will assist you in obtaining a refund for your damaged goods in every way we can.

Sale items

Unfortunately, sale items cannot be refunded. Only regular price items can be refunded.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us by email or by mail at the address above.