

FRESH KARMA

CUSTOMER CARE

PAYMENT & PROCESSING

Payment:

We gladly accept Visa, MasterCard, American Express & Discover.

Processing Time:

Orders that are received between Monday and Friday are typically processed within 48 hours. Orders received on Saturday and Sunday are usually processed by Monday.

RATES & DELIVERY

Shipping Rates: We provide Fedex Ground, FedEx 2Day and FedEx Overnight shipping service. Standard FedEx rates apply for all orders. Please use the shipping calculator at checkout for detailed information.

Alaska, Hawaii, U.S. Territories:

All orders shipping to these locations must be delivered via FEDEX 2nd Day Air. Standard Fedex rates apply. While most items can be shipped to Alaska, Hawaii and the U.S. Territories, there is a restriction on the air shipment of fragrances. (including The Healthy Fragrance & The Healthy Roller Ball) Because all fragrances must be shipped via Ground, they are not available for Alaska, Hawaii and U.S. Territories orders. We are sorry for the inconvenience.

P.O. Boxes and APO/AFO Addresses:

Fresh Karma **can not** ship to PO Boxes or APO/AFO Addresses.
Please provide a physical address upon checkout.

Restricted Items:

The US Department of Transportation (DOT) restricts certain hazmat items from being shipped via air. These items include alcohol-based products such as fragrances. We're committed to getting you your order as quickly and responsibly as possible. Therefore, all orders containing fragrances must be shipped via standard ground shipping only. Unfortunately, we cannot ship fragrances and restricted items to Alaska, Hawaii, Puerto Rico, Guam, the US Virgin Islands or APO/FPO addresses.

International:

Orders can only be billed or shipped to United States, its territories and Canada. We apologize for any inconvenience.

RETURNS**Return Policy:**

We offer returns on unopened or damaged/defective product purchased through Fresh-karma.com within 30 days from the receipt of order when accompanied by the following:

- Return Authorization Number
- Packing slip
- All original packaging
- Reason for return

A return authorization number may be received by sending an email to: support@fresh-karma.com Please write this authorization number on the packing slip included with your purchase. We cannot accept returns without prior authorization. Items sent back without the required return authorization number will be returned to the customer at the customer's expense. We

regret that original shipping and handling cannot be refunded. Please use a trackable and/or insured shipping method, as Fresh Karma cannot be responsible for lost return shipments. Returns will be processed within 5 business days of receipt and a credit will be issued back to the original form of payment.

Damaged Items:

Damage or loss incurred during shipment or your order is the delivery company's responsibility. Claims must be properly filed with the delivering carrier. Although the addressee must initiate damage claims against the shipper, we will be glad to assist you in any way possible.

[Back to Top](#)

RETAILER/WHOLESALE

Thank you so much for your interest and inquiry! Please send a request to: sales@Fresh-karma.com.

ANIMAL TESTING

Fresh Karma is committed to using alternatives to animal testing to ensure the safety and efficacy of our products. Please be assured that we absolutely do not conduct ingredient or final product testing on animals and do not work with those who do.