

Shipping Policy

Payment

Pacifica Natural Medicines accepts MasterCard & Visa for your online purchases. Shipping charges are based on the total cost of your order.

Your order will NOT be shipped until payment is accepted and approved. You will receive an e-mail confirmation that your order has been shipped and your credit card charged, plus a USPS Priority Mail tracking number.

Shipping Cost

We do not ship outside of the United States. Contact our store by phone for special orders. If you do not select a ship to state on our check out page, we will hold the order in our office for pick up.

Unless otherwise requested, we ship through USPS Priority Mail. A \$2 handling fee will automatically be added to your order total. The shipping cost breakdown is as follows:

\$6.50 flat rate for orders less than \$100

\$9.50 flat rate for orders between \$100-\$175

FREE shipping for orders over \$175

Order Status

- ❖ 24 hours after your order has been verified, you can [track it's status online](#) on the USPS website (www.usps.com) using the tracking number provided on your order confirmation email.
- ❖ All orders are processed and shipped during our normal business hours, Monday through Friday 9-5pm.
- ❖ If you have questions or concerns regarding your order, please call 425-822-8100 between 9:00 am to 5:00 PST Monday through Friday
- ❖ All in-stock products ship within 24 hours of the order being verified. When available, the back-ordered item(s) will ship, free of charge to the customer.

Return Policy

You may return any unopened, unused, or defective item, with prior approval, within fourteen (14) days of the date you received your order. You can choose between a full refund, minus restocking fee of 15%, for unopened, unused or defective items OR credit towards your next purchase.

Shipping and handling charges are non-refundable. For returns via mail, the product must be carefully packaged, and you are responsible for return postage and any damage incurred on the return shipment.

You may also return products in person. A copy of your email order confirmation or the packing list from the shipment, is required as proof of purchase for an in-store refund.