**Returns Policy**

If the goods you receive are faulty, we will replace the goods or in the case of a validated reaction to a Healing Lands products then we will provide a full refund. Please contact us within 7 days of receiving your order to discuss replacement or refund.

On return - Indicate the reason for your return, package securely (please remember to include copies of the packing slip and receipt with your return), and post in original condition (i.e., unused) to Healing Lands, 2912 Taihape Road, Otamauri, Hastings.

We will only refund the return postage if the product is faulty.

Sales items cannot be refunded or exchanged for other products.

**Please note:** Responsibility is not held for damage incurred, during transit, after the parcel leaves us.

If you have any queries regarding our returns policy, please [contact us](mailto:nic@healinglands.nz).

**Delivery Times**

We offer courier shipping, with NZ Post, throughout New Zealand. We charge a fee of $9.00 nationwide for postage and packaging. An extra $5.00 is payable for Rural Delivery.

We will send you an email notifying you when your order has been shipped.

We aim to process your order within 3 business days following payment in cleared funds. Payment by online banking cannot be checked until the next business day.

Please allow 3 - 4 days for delivery - we are a rural business so please be patient.

If you have not received your order within 7 business days of shipment notification, please contact us.