

Terms and Conditions: NATURULZ Topical Products

Acceptance of Terms:

By accessing or using our website/store and purchasing our all-natural topical products, you agree to abide by these Terms and Conditions. If you do not agree with any part of these terms, please do not use our services.

Product Information:

We strive to provide accurate and up-to-date information about our all-natural topical products, including ingredients, usage instructions, and potential benefits. However, we cannot guarantee that all information is completely accurate, current, or free of errors. Please consult with a healthcare professional if you have any concerns or questions about using our products.

Product Use and Safety:

Our NO JUNK Naturulz topical products are intended for external use only. They are not intended to diagnose, treat, cure, or prevent any disease. Please read and follow all instructions and warnings provided with the product. Discontinue use immediately if you experience any adverse reactions and consult with a healthcare professional.

Ingredient Disclosure:

We are committed to transparency regarding the ingredients used in our all-natural topical products. Please review the product labels and descriptions for a list of ingredients. If you have any allergies or sensitivities, please review the ingredients carefully and consult with a healthcare professional before using the product.

Ordering and Payment:

To purchase our Naturulz products, you must provide accurate and complete information during the ordering process. We accept various payment methods, and all transactions are processed securely. By placing an order, you authorize us to charge the designated payment method for the total amount due, including any applicable taxes and shipping fees.

Shipping and Delivery:

We strive to process and ship orders promptly. Please refer to our Shipping Policies for information on shipping methods, processing times, costs, and delivery estimates. We are not responsible for delays or issues beyond our control, such as carrier delays, customs delays, or natural disasters.

Processing Time:

Orders are typically processed within 24 hours (excluding weekends and holidays) after payment is confirmed. Processing time may vary based on product availability and order volume.

Shipping Methods:

To control shipping costs, we ship through USPS and UPS. If expedited shipping or an alternative carrier is desired, please call 541-673-2188

Shipping Costs:

Shipping costs are calculated based on the weight of the items in your order. The total shipping cost will be displayed at checkout before you complete your purchase.

Tracking Information:

Once your order has been shipped, you will receive a shipping confirmation email with a tracking number. You can use this tracking number to monitor the progress of your shipment.

Domestic Shipping:

We currently offer shipping within the USA. Estimated delivery times for standard and expedited shipping options will be provided during the checkout process. Some products may have shipping restrictions due to legal or carrier limitations. Please review product descriptions and shipping information carefully before placing an order.

International Shipping:

Currently, we offer limited shipping to Canada. Our shipping to Canada is for our non-hemp line only. Customs and Import Duties taxes may be applicable. These fees are the responsibility of the recipient and are not included in the product or shipping costs. Please check with your local customs office for information on potential charges.

Lost or Stolen Packages:

We are not responsible for packages that are lost or stolen after they have been marked as delivered by the carrier. Please ensure that the shipping address provided during checkout is accurate and secure.

Address Accuracy:

It is the customer's responsibility to provide accurate and complete shipping information. Please double-check the shipping address before completing your purchase. We are not responsible for orders delivered to incorrect addresses provided by the customer.

Holiday Shipping:

During peak seasons and holidays, shipping carriers may experience delays. We recommend placing orders well in advance to ensure timely delivery during busy periods.

Contact Us:

If you have any questions or concerns please contact us at Tropiceel Products Inc, 237 SE Miller Ave, PO Box 940 Roseburg OR 97470 phone; 541-673-2188 email tropiceel@tropiceel.com

Returns and Refunds:

We want you to be completely satisfied with your purchase. If you are not satisfied with your all-natural topical product for any reason, please refer to our Return and Refund Policy for instructions on how to return the product and receive a refund or exchange. Please note that certain conditions and restrictions may apply.

30-Day Return and Refund Policy

Thank you for shopping with NATURULZ.COM We want you to be completely satisfied with your purchase. If for any reason you are not satisfied, we offer a hassle-free return and refund policy within 30 days of the delivery date.

Eligibility Criteria for Returns:

The item must be unused, in its original condition, and in the original packaging. Returns must be initiated within 30 days from the date of delivery. Personalized or customized items are not eligible for return unless there is a defect or error on our part.

How to Initiate a Return:

Contact our customer service team at tropiceel@tropiceel.com within 30 days of receiving your order. Provide your order number, the name of the item you wish to return, and a brief reason for the return. Our customer service team will guide you through the return process and provide you with a return authorization (RA) number.

Return Shipping:

Customers are responsible for the cost of return shipping unless the return is due to an error on our part. We recommend using a trackable shipping method to ensure the safe return of the item.

Refund Process:

Once the returned item is received and inspected, we will notify you of the approval or rejection of your refund. If approved, the refund will be processed to the original payment method within 10 business days. Refunds may take some time to reflect on your account, depending on your payment provider.

Exchanges:

If you wish to exchange an item, please follow the return process and place a new order for the desired item.

Damaged or Defective Items:

If you receive a damaged or defective item, please contact us immediately. We will arrange for a replacement or offer a full refund, including return shipping costs.

Cancellations:

Once an order has been processed and shipped, it cannot be canceled. Please refer to the return policy if you wish to return the item after receiving it.

Intellectual Property: All content on our website/store, including product descriptions, images, logos, and trademarks, are the property of our company and are protected by intellectual property laws. You may not use, reproduce, or distribute any content without our prior written consent.

Changes to Terms:

We reserve the right to modify or update these Terms and Conditions at any time without prior notice. Any changes will be effective immediately upon posting on our website/store. It is your responsibility to review these terms periodically for changes.