



Effective Date: 08/04/2024

Last Updated: 01/13/2026

## Return and Damage Policy

At Petal & Root, each product is thoughtfully handcrafted in small batches and carefully packaged to preserve quality and integrity. Due to the nature of natural, artisanal skincare, all sales are final. We do not offer refunds or exchanges for opened, used, or unwanted items.

### Damaged or Incorrect Orders

If your order arrives damaged or incorrect, please contact us within **48 hours of delivery**. Clear photographs of the damaged item, the interior packaging, and the exterior shipping box are required to assess the issue. Once verified, we will gladly issue a replacement of the same item at no additional cost. Failure to provide photos within the stated timeframe may result in the claim being denied.

Please note that minor cosmetic imperfections to packaging that do not affect product integrity are not considered damage.

### Shipping Address Responsibility

Customers are responsible for ensuring their shipping address is accurate at checkout. Petal & Root is not responsible for orders shipped to an incorrect address provided by the customer. Orders returned to sender due to address errors may be reshipped once the customer covers the additional shipping cost.

### Lost or Stolen Packages

We include optional third-party shipping insurance to protect your order during transit. If a package is lost or stolen after being marked as delivered, a claim must be filed directly with the insurance provider for reimbursement. Petal & Root is not responsible for lost or stolen packages when shipping insurance is declined. We strongly recommend keeping shipping insurance to ensure full protection of your order.



PETAL & ROOT  
NATURAL BOTANICAL SKINCARE

## Natural Variations

Because our products are made with raw botanical ingredients, slight variations in color, texture, or aroma may occur between batches. These variations are normal and do not indicate a defect.

Thank you for your understanding and for supporting slow, intentional skincare crafted with integrity.

If you have any questions about this Policy, please contact us:

Petal & Root

Email: [contact@petal-and-root.com](mailto:contact@petal-and-root.com)

Phone: (442) 777-3780