

## Shipping and Returns

### Shipping Policy

Free Shipping on orders over \$50

Orders must be \$50 after any discounts or coupons are applied to receive the free shipping.

Free Shipping excludes Wholesale orders, any shipments outside of the contiguous 48 United States and International Countries, all 55lb. bags of salt, Equine Electrolyte Salts (14lb, 22lb & 55lb bags)

#### **How our shipping rates work:**

- The Selina Naturally® shipping charges are based on the total weight of your order so that we can offer rates that are both fair and accurate for everyone! <sup>1</sup>
- We use the following Shipping methods: UPS, USPS (postal mail), which is a synergistic shipping method between the two, called SurePost. We also offer UPS Expedited and 2 to 3 day shipping options. USPS Flat Rate Priority envelope and boxes is available but this is restricted to size/shape of the order and you must call our customer service.
- Alaska, Hawaii, and Puerto Rico residents please call or email to receive a domestic USPS Flat Rate Priority quote.
- International Orders: For United Kingdom and Canada please click on the flag icon at the bottom of the website page, here you may select your country. For all other countries, please email [info@selinanaturally.com](mailto:info@selinanaturally.com). Include the items you wish to order as well as your full shipping address so we may provide you with the best quote!
- Ultimate Wellness Members receive Free Shipping on their orders for an entire year, some exclusions apply to certain dropship items and heavier bulk items that have a flat rate fixed shipping. <sup>2</sup>

- If you are a store or business account customer (i.e. bulk and cases), you can only order by phone with the Selina Naturally® Wholesale Department. Please call 1.888.353.0030 <sup>4</sup>

Our Wholesale product selection can be viewed at <http://www.celticseasalt.com>

All orders are typically shipped within 1-2 business days. You must have your order submitted on the Website by 12:59 p.m. EST, for next (business) day ship-out. Please note that our facility is closed on the weekends so any order placed during that time will see a longer lag in shipping. We are located in North Carolina, so please take that into account when configuring your estimated time of arrival to receive your order!

Our business hours are 9am-5:30pm Monday through Thursday & 9am-4pm Friday EST.

**If you have any questions**, please contact the Selina Naturally® Customer Service Department via email at [info@selinanaturally.com](mailto:info@selinanaturally.com)

<sup>1</sup> Shipping price restrictions apply to orders that are considered extremely heavy. Orders weighing over 100 lbs. will require a call from a Customer Service Representative to customize a more accurate, reasonable shipping rate. Please never hesitate to call us if you have questions about your shipping charge on your heavier orders.

<sup>2</sup> Free Shipping offers at Selina Naturally® exclude: the use of more than one coupon per order, the use of a current promotion on a previous order, Wholesale orders, any shipments outside of the contiguous 48 United States and International Countries, 55lb. bags of salt, & certain drop-ship items. .

The Ultimate Wellness Membership is available to all USA residents. If you are shipping to Hawaii, Alaska, Puerto Rico, an APO or any other US territories you **must email**. 1-800-867-7258

<sup>3</sup> Our Celtic Sea Salt® products are available in grocery stores nationwide. If you cannot find a particular product locally, ask your local grocer or co-op to carry it at their store. If they are unable to get the product through their distributors, they can contact our Wholesale Department at 1-888-353-0030, for bulk and case discounts.

Walk-in and Local Pick up Orders

All orders need to be placed 24 hours ahead to be picked up the next day. Pick up hours are 9am – 4pm Monday through Friday.

## Returns Policy

At Selina Naturally®, our mission is to provide the best customer satisfaction to our customers. If you are unhappy with the item you received we will gladly accept an exchange, apply a refund to your account, or offer store credit. Often times you will need to ship the product back to our facility for assessment.

You can download our return form by [clicking here](#).

Selina Naturally® will not issue credit for any merchandise that has reached beyond the 30 calendar days from the time you received your order. Our [Buyer's Club Members](#) are happily granted a 60 day return policy!

Non-defective, unopened items may be returned for 100% exchange or refund. There will be a 10% “loss fee” deducted from the refund amount on any item returned that was used or opened. Original shipping charges are not always refundable.

Please never hesitate calling our Customer Service Department about your return.

**1-800-867-7258**

Due to the variety of products we offer, our return and exchange policy may vary. Decisions with returns may be determined on a case by case basis.

**We look forward to serving you and appreciate your business.**