

## Shipping Policy

Thank you for visiting and shopping at wearePROBIOTIC, the following are the terms and conditions that constitute our Shipping Policy.

### Domestic Shipping Policy

#### Shipment processing time

All orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

#### Shipping rates & delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment method	Estimated delivery time	Shipment cost
Royal Main 2 <sup>nd</sup> Class (Bottle)	2-5 Business Days	£3.60
Royal Main 2 <sup>nd</sup> Class (Sachet)	2-5 Business Days	£0.72

Delivery delays can occasionally occur.

#### Customs, Duties and Taxes

wearePROBIOTIC is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

#### Damages

wearePROBIOTIC is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

### International Shipping Policy

wearePROBIOTIC does ship internationally. We may change international shipping charges at any time. Ensuring that our rates are in line with the current standard international shipping rates.

## Returns Policy

Thank you for your purchase at wearePROBIOTIC. We hope you are happy with your purchase. Because of the perishable nature of our probiotics, we are unable to offer a refund or exchange on any bottles, refill sachets or essential oils. The only exception to this policy is damaged goods or our electrical appliances. Please see below for more information on our return policy.

### RETURNS

For damaged items, please contact a member of our team as soon as possible via email: [info@weareprobiotic.com](mailto:info@weareprobiotic.com). We will ask you to provide photographic evidence of the damage and will replace the damaged goods in your order with new ones. Please note, this excludes your goods being damaged whilst out for delivery.

Regarding electrical appliances, if you are unhappy with your purchase you have 30 days from the day of receipt to return your order. All electrical appliances also come with 1 year's manufacturer's warranty, in the event of your device breaking.

### RETURN PROCESS

To return an electrical appliance, please ensure that you have contacted one of our team members on: [info@weareprobiotic.com](mailto:info@weareprobiotic.com) and that you are within your 30 day returns period. Please send the device to the following address:

We Are Probiotic  
Colombia Mill  
Bedford Street  
Bolton  
BL1 4BA

**Please note, you will be responsible for all return shipping charges.** We strongly recommend that you use a trackable method to mail your return.

### REFUNDS

After receiving your return and inspecting the condition of your item, we will process your refund. Please allow at least 7 business days from date of your order returning to us to process your refund.

### QUESTIONS

If you have any questions concerning our return policy, please contact us at:

+44 (0) 1204 238823

[info@weareprobiotic.com](mailto:info@weareprobiotic.com)