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If a package was lost after we shipped it, which does occasionally occur, Herbal Fracture will not be responsible if the tracking information lists the order as “delivered,” which means the carrier service delivered the product to the address specified. If the package is sent to an address other than the one you specified, upon return of the original package to Herbal Fracture, Herbal Fracture will reship the order. Please note that Herbal Fracture is not responsible for errors of carrier services, or if you provide or confirm an incorrect address. It, therefore, is very important that you ensure that the address you give to us is exactly correct, as any mistake could delay delivery and will entail extra expense to you. If you place an order by phone, we will read the delivery address (and other information you provide) aloud and repeat it to you, to help you be sure it is correct.

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We allow three days from the date of delivery to notify us if there is any type of defect with a product or if the package it was in was damaged in transit. If we aren’t notified of defects or damages within the three-day window, it is understood that the package and products were in good condition upon delivery.