

## Returns and Exchanges

If you wish to return or exchange an item purchased through Beyond Organics Online, please follow the steps below.

1. Please send an email to [customerservice@beyond-organics.com](mailto:customerservice@beyond-organics.com)  
Please include your name, address, phone and email. Give us a brief description of the problem.
2. For your convenience, we will provide a return label on the invoice that should be affixed to the outside of the return package. If the label is not available, all returns should be addressed to:  
  
Beyond Organics  
Returns  
220 Newport Center Dr.  
No. 11-165  
Newport Beach, CA 92660
3. For your protection and to ensure prompt delivery, we recommend that you send your return via UPS or insured Parcel Post. We're sorry; return shipping fees are not refundable. In the case of damaged items, please refer to [Damaged Items](#).

Your return will be processed promptly upon its arrival and all exchanges will be shipped via standard ground shipping. Processing and transit time for exchange packages is usually 7-10 business days from the time the exchange is received. Business days are Monday-Friday, excluding federal holidays within the United States. An email will be sent to confirm receipt and processing of your return or exchange request.

Please note: Only products purchased online at Beyond-Organics.com may be returned for refund or exchange. Beyond Organics or Lanikai Certificates can not be returned or exchanged.

If you have questions about returns or exchanges, please contact us by phone at 1-866-494-6926 or via email at [customerservice@beyond-organics.com](mailto:customerservice@beyond-organics.com)

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## Damaged Items

When your order arrives, please inspect the carton for any damage that may have occurred during shipment. It is normal for the shipping carton to show some wear, however, if damage occurred to the item(s) in your shipment, please contact us immediately at 1-866-494-6926.

Please provide the order number along with your email address and phone number for fastest service. To assure prompt resolution, please keep the box, packing materials and the damaged items for inspection by the carrier.

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## Satisfaction Guarantee

If for any reason you are not completely satisfied with your online purchase of Beyond Organics, simply return the unused portion and we will be happy to remit your account for the full amount of the purchase.

### Item Availability

#### Temporarily Out of Stock / Backordered Items

If an item selected is temporarily out of stock at the time of your order, you will be notified via email and advised of the expected ship date of the backordered item. Backordered items are shipped via the originally selected shipping method as soon as they are available. The actual delivery date of your backordered item(s) depends on the shipping method selected at checkout.

If your order contains item(s) that are in-stock and item(s) that are backordered, the in-stock item(s) will be shipped immediately and the backordered item(s) will be shipped as soon as they are available. There are no additional shipping charges for the shipment of backordered item(s).

Please be assured that you will not be charged for any item until it is shipped. If for any reason you wish to cancel a backordered item, please contact us at 1-866-494-6926 and we will be happy to assist you.

Please note: Items that are not in-stock at the time of purchase are not eligible for promotional offers. Only in-stock items are eligible to be counted towards purchases associated with promotional offers.