

PLANTS POR FAVOR REFUND AND RETURN POLICY

You are always welcome to return or exchange the products purchased at www.plantsporfavor.com.

You have 30 days to decide if an item is right for you. The items must be returned to Plants Por Favor address in proper condition and in manufacturer's packaging unless returned as faulty or damaged.

We offer store credit as method of compensation for a returned item if the product is undamaged and the package is in proper condition.

- How to return a Purchased Item:

Fill out your return form correctly with your order number, the product you're returning, the reason for the return and your email so we can apply the store credit to your account. If you do not mention your order number, we won't be able to process your return. Repackage the item in the original box and packaging. Take your parcel to any Post Office and obtain proof of postage for the tracking number – this will speed up the process and will legitimize that your parcel is on its way back to us. The address for returns is: 3011 Ivy Street, San Diego, CA 92104. The shipping cost for the returned items is paid by you. We will compensate the shipping charges in case of returning damaged, faulty, or incorrect items. We'll send you an email as soon as we've received your return in its original condition and processed your return.

- What Happens Next:

A returned item will be inspected upon arrival. If the condition an item has been returned in is inappropriate (e.g., tags have been removed or there are signs of wear) and we're unable to put it back into stock, we may not be able to accept your return and we may have to send it back to you. If the condition of a returned item is appropriate, you will receive an email with your store credit coupon within 10 business days.

- Returning a Damaged or Faulty Item:

We are sorry that you received a damaged or faulty item. Please return this item to us as soon as possible so that we could process a refund. If you're unable to return the item, please contact our Customer care service at info@plantsporfavor.com. Please bear in mind that all items are inspected on return.

- Returning an Incorrect Item:

If one of the items you received isn't what you ordered, please send it back to us, and once inspected, we'll refund you as soon as it's arrived back at our warehouse.

- Non-Refundable Items:

We do not refund the products that are not eligible for return.

1. Perfumes and Fragrances
2. Skin Care Products
3. Makeup and Nail Care Products
4. Personal Grooming Products
5. Aromatherapy and Massage Products
6. Vitamins and Supplements
7. Medical Supplies and Equipment
8. Dental Care Products
9. Insect Repellents and Sunscreens
10. Body Jewelry
11. Products containing food items
12. Flowers and Plants
13. "Final Sale" items

We do our best to maintain the best accuracy of the non-refundable list, but the list may not include all applicable variants. For more information on product-specific return policies, contact our Customer care service at info@plantsporfavor.com.