

Shipping Methods and Rates

Standard Shipping: Our standard shipping methods include UPS Ground Service and Priority Mail through the U.S. Postal Service on orders weighing 3 lbs. and less. Over 3 lbs. a \$ 3.00 handling charge will be apply per package. The expected time for delivery for most packages within the continental United States is between 2 -7 business days.

Standard UPS (Retail ONLY)

Shipping Rates

(Within the Continental U.S.)

\$ 0.25 to \$12.00	\$5.95
\$12.01 to \$25.00	\$6.95
\$25.01 to \$50.00	\$7.95
\$50.01 to \$75.00	\$10.95
\$75.01 to \$150.00	\$12.65
\$150.01 and over	FREE

Domestic Shipping Method	Delivery Time*
UPS Ground [ups-map]	2-7 Days
UPS Next Day	1 Day
UPS 2 Day	1-2 Days
UPS 3 Day Select	3 Days
USPS Priority Mail	2-3 Days

AK, HI, PR Shipping Method	Delivery Time*
USPS Priority Mail	3-4 Days

Orders are processed and shipped within 24-48 hours (business days) from receipt. Expedited Shipping: We also offer the expedited UPS services of one business day, two business days and three business days, guaranteed services. Requests for an expedited service is handled the same business day provided the order is received before noon (EST, or 2:00pm PST). Orders received after noon will be processed the next business day. The rates on these expedited services are based on the weight of the order and standard shipping rates do not apply.

***Delivery time is calculated according to actual "business days" and does not include weekends or holidays. (Excluding US Priority Mail) These delivery times are estimated by the carrier and are not guaranteed, unless otherwise noted**

Heavy Items and Actual Shipping Charges

Wholesale & Professional Customers will be charged actual freight charges. Heavy items which include Empty Bottles, M&P Glycerin Soap, and 10 or more whole pounds of bulk herbs, 32 oz or more of Oils & Extracts will be charged shipping based on published UPS and/or Priority Mail. You can place your online order and upon receipt we will e mail you the details of these shipping charges.

Tracking Your Orders

UPS packages can be tracked; please call our office (1-800-877-3104) and any member of our office will be happy to track your UPS package for you or use your provided tracking number with this link:

Track your package: www.ups.com

Tracking you web placed orders placed at herbproducts.com is easy. Once we have completed your order, you will receive an email from us the evening of the shipment, containing your UPS tracking number. You may track your orders through the same link above or type into your browser www.ups.com,

Ordering By Mail

If you prefer to order by mail you can write the items you wish to purchase on a separate piece of paper along with your name, shipping address and telephone number. For mail orders we accept personal checks, money orders, Visa, MasterCard and Discover. Please allow up to 8 days for first class mail to reach our offices. You may also print out our "[Fax order form](#)" to order with: Go to back to the PDF's for the "Fax order form".

Herb Products Company
PO Box 898
North Hollywood, CA. 91603-0898

Please note: There is a \$30.00 charge for returned checks

Prices Subject to Change: We strive to keep our prices as stated in our current catalog. However, due to the price volatility of herbal crops and some products, prices on merchandise and postage are subject to change without notice.

Insufficient Funds on Mail Orders: In the event that insufficient funds are provided, we will adjust merchandise quantity for money sent whenever possible, or send a payment due form with your order.

Overpayment on Mail Orders: Should you send more money than necessary, or if an item you ordered is out of stock, we will issue a refund check.

Back Orders: To keep our prices low, we do not backorder merchandise. If an item is out of stock, we will not hold up your order unless the item is due in within a few days. If we cannot fill your request, we will send you a refund check for the difference so you can reorder that item on your next order.

Ordering By Telephone

For phone orders, please have your complete order ready, along with your credit card information.

Customer service is available for phone orders toll free at (800) 877-3104 - **in San Fernando Valley, please use: (818) 767-6134**, during our business hours of 9 AM to 5:30 PM Pacific Time. After these hours you may leave your name and Phone number on our voice mail x13 and an Herb Products representative will call you back the next business day. For phone orders we only accept Visa, MasterCard, Discover and American Express.

Ordering By Fax

For fax orders please print out our [Fax order form](#) or write your order information on a separate piece of paper including your address, telephone number, credit card information, and signature. You may also order online and once all the items are within your cart simply print it out and fax it to us with the required information. You may fax your order to (818)767-6285. Go to back to the PDF's for the "Fax order form".

Cancellations

Because we process and ship your order within the next business day, we can only accept order cancellations within 12 hours, and all requests for order cancellations received after this time will be charged a 15% restocking fee. If you are unable to submit your order cancellation before deadline you may return the parcel after its receipt for a refund or credit of your subtotal less the 15% restocking fee that will be charged to the order. We won't refund any shipping fees.

Damaged Packages

We do our best to ensure you package arrives safely, unfortunately damage sometimes occurs during transit. If any of your items are damaged, please contact us by telephone 800-877-3104 immediately so that we can assist you. This applies if you are short items or receive the wrong item. While we do our best to give you fast delivery, shortages or a wrong item could be sent.

Out Of Stock Items

Occasionally we run out of stock of particular items rather unexpectedly and we issue a "Temporarily Out Of Stock" notice on your invoice. While we may have the item in stock at the time that you placed your order, by the time it gets sent for final processing we have realized an unexpected stock deficiency. This is due in part to a surge in orders for a particular item, or improper inventory estimates. We apologize for any inconvenience surrounding out of stock items, we are sometimes obliged to issue such statements on your invoice. Please Note: In the event that you receive an "Out Of Stock" notice on your invoice, we simply ask that you reorder at a later date, usually within 2-3 weeks.

Gift Certificates

Gift certificates can be ordered in any dollar amount. There are no shipping charges for sending a gift certificate. You may have them personalized and sent directly to the recipient, or you may have them sent to yourself, for you to present in person.

Gift Certificates can be ordered over the phone or in person. We accept cash, checks/Money Orders or All major credit cards as payment for orders of gift certificates. To order a Gift Certificate please call our office at 1-800-877-3104.

Setting up an Account

Registration is free and secure. You will have access to your Order Status for recent and past orders and you will also be able to establish an Address Book to save all of your Ship-to addresses. Registering with Herb Products Company is easy. The "create an account" button is available in the upper right-hand corner. Click the "New Customer" link to be taken to my account information. . Please fill in all information with an asterisk (*) next to it. Please be sure to take note of your password, as it will be required to log in on future-e visits. Once completed, verify all the information and click "Continue". For security purposes Credit Card information will not be saved and will be required with each order. You are now logged in and free to browse the website.

1-800-877-3104

1-818-767-6134

Fax 818-767-6285

Monday - Friday. 10-4:30 PST ** Saturday 9:30 to 4:45 PST