

CANCELLATIONS, RETURNS, & REFUND POLICY

Last Updated: March 11, 2025

Thanks for shopping at www.naturalform.shop ("Website"). This refunds and returns policy ("Agreement") govern the returns, replacements, and refunds with respect to the orders placed on our Website.

1 REPLACEMENT

We understand receiving your order on time and in good condition is important to you; it's equally important to us! We do absolutely everything possible to ship and deliver your order on time, and in good condition.

Due to the nature of our products, we do not accept returns or exchanges. Replacements for missing items, items damaged in shipping or defective items will be at our sole discretion after internal investigation on a case by case basis. If this happens, kindly e-mail us at contact@naturalform.shop or call us at 9310279353.

We do not keep credit card information on file; please ensure you have your payment method ready when you contact us.

2 CANCELLATION

If you are looking to cancel an order before it is shipped/ dispatched, please e-mail us directly at contact@naturalform.shop or call us at 9310279353. Once you receive a notification of the product(s) being shipped, it will no longer be eligible for cancellation and no refund or exchange can be issued for the same.

3 REFUND POLICY

Natural Form prioritizes the quality and freshness of its baked goods and perishable items. Due to the nature of our products, our refund policy is as follows:

- 3.1 **No Refunds for Shipped Orders:** Once an order has been shipped, it is considered final and non-refundable.
- 3.2 **Refunds for Unshipped Orders:** If an order has not yet been shipped, customers may request a full refund by contacting Natural Form at contact@naturalform.shop. Refund requests must be made within 12 hours of placing the order. Once an order has been processed for shipment, it will no longer be eligible for a refund.
- 3.3 **Incorrect or Defective Orders:** In the unlikely event that Natural Form ships an incorrect item or a product that is defective due to reasons unrelated to transit, customers must notify us within 24 hours of delivery. Upon verification, Natural Form may, at its sole discretion, offer a refund or replacement.
- 3.4 **Refund Process:** Approved refunds will be processed within 7 business days and credited back to the original payment method. Natural Form is not responsible for delays caused by financial institutions or payment processors.

4 MODIFICATIONS TO POLICY

Natural Form reserves the right to amend this Refund Policy at any time without prior notice. The policy in effect at the time of purchase shall apply.

By placing an order with Natural Form, customers acknowledge and agree to the terms outlined in this Agreement.

5 CONTACT US

If you have any queries or concerns about this Agreement, please contact us at:

contact@naturalform.shop

9310279353