

# Shipping & Return Policy — Pop&Bare Cosmetics

**Effective Date: June 30, 2026**

Thank you for choosing Pop&Bare Cosmetics. We're committed to making your experience smooth, simple, and customer-first—from checkout to delivery. Because our products are handcrafted in small batches, processing and availability can vary slightly, but we'll always do our best to keep you in the loop.

By making a purchase on [barecosmeticsshop.com](https://barecosmeticsshop.com), you agree to the terms outlined below.

**Draft Disclaimer (Please Read):** This Shipping & Return Policy is a draft provided for general informational purposes and may not reflect all legal requirements that apply to your business (including state-specific consumer laws). We recommend having a licensed attorney review and tailor this policy before you publish it or rely on it.

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## 1. SHIPPING POLICY

### 1.1 Processing Times (Small-Batch + Made With Care)

All orders are processed within 3 to 5 business days (excluding weekends and holidays) after you receive your order confirmation email. You will receive another notification when your order ships.

Because we produce in small batches and may restock seasonally, processing times can occasionally run a little longer during launches, promotions, or high-volume periods. If anything looks delayed, we'll email you.

### 1.2 Shipping Methods, Rates, and Delivery Timeframes

Shipping charges and available shipping methods are calculated and displayed at checkout.

Delivery timeframes start **after** your order ships (they do not include processing time). Delivery estimates can vary by carrier and destination, but typically fall into the following ranges:

- **Standard Shipping:** typically 3–7 business days after shipment
- **Expedited Shipping (if available at checkout):** typically 2–3 business days after shipment
- **Overnight / Express (if available at checkout):** typically 1–2 business days after shipment

**Important:** Delivery timeframes are estimates, not guarantees. Carrier delays (weather, holidays, service disruptions, etc.) can happen and are outside our control.

### 1.3 Where We Ship (Domestic + International)

Pop&Bare Cosmetics currently ships to addresses within the United States. If international shipping is available for your location, it will appear as an option at checkout.

For international orders, you may be responsible for import duties, customs fees, and taxes (including VAT) charged by your country. These charges are not included in your order total and are the customer's responsibility.

#### 1.4 Order Tracking

When your order ships, you'll receive an email with your tracking number. Please allow up to 48 hours for tracking updates to appear in the carrier's system.

#### 1.5 Shipping Addresses, P.O. Boxes, and Delivery Accuracy

Please double-check your shipping address before placing your order. If you notice a mistake, contact us as soon as possible at [support@barecosmeticsshop.com](mailto:support@barecosmeticsshop.com). We'll do our best to help, but we can't guarantee changes after an order is submitted.

Some carriers have limitations around shipping to P.O. Boxes. If an item cannot be shipped to a P.O. Box, we'll contact you to request an alternative address.

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## 2. RETURNS AND REFUNDS

### 2.1 Return Window

We want you to love what you ordered. If you're not entirely satisfied, you may request a return within thirty (30) days of the delivery date.

### 2.2 Eligibility for Returns (Unused + Unopened Only)

Because skincare and haircare items are personal-care products and we take hygiene seriously, we can only accept returns that meet **all** of the following requirements:

- The item is **unused** and **unopened**.
- The item is in its **original packaging** with any seals intact (if applicable).
- The item is in the **same condition** you received it.
- The item was purchased **directly from** [barecosmeticsshop.com](http://barecosmeticsshop.com).

#### **Not eligible for return/refund:**

- Opened or used products (even if only tested).
- Items damaged due to customer handling or storage.
- Gift cards.
- Items marked **Final Sale** (including clearance items, if labeled as such).

*Note: If you purchased Pop&Bare products from a retailer or other third party, please contact that seller directly—this policy applies only to purchases made on our website.*

### 2.3 How to Start a Return

To request a return, email us at [support@barecosmeticsshop.com](mailto:support@barecosmeticsshop.com) with:

1. your order number, and
2. the item(s) you'd like to return, and
3. the reason for the return.

If your return is approved, we'll send you return instructions (and the return address, if applicable). Please do not send items back without contacting us first, as this may delay or prevent processing.

**Return shipping:** Customers are responsible for return shipping costs unless the return is due to our error (for example: wrong item shipped) or a confirmed damaged/defective item. Original shipping charges are non-refundable.

#### 2.4 Refunds (Timing + Method)

Once your return is received and inspected, we'll email you to confirm whether it's approved.

If approved, your refund will be issued to the original payment method within 7–10 business days. Banks and payment providers may take additional time to post the refund to your account.

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### 3. DAMAGES AND ISSUES

#### 3.1 Damaged, Defective, or Incorrect Items (We'll Make It Right)

Please inspect your order as soon as it arrives. If your item is damaged, defective, or you received the wrong product, email us at [support@barecosmeticsshop.com](mailto:support@barecosmeticsshop.com) within forty-eight (48) hours of delivery so we can help quickly.

To speed things up, please include:

- Your order number
- A clear photo of the item(s)
- A photo of the shipping box/packaging (including any visible damage)

If your claim is approved, we'll work with you on the best solution (replacement, store credit, or refund, depending on the situation and product availability).

#### 3.2 Lost, Delayed, or Stolen Packages

If your tracking shows a delay, please allow a little extra time—carriers can run behind, especially around holidays or severe weather.

Pop&Bare Cosmetics is not responsible for lost or stolen packages marked as "Delivered" by the carrier to the address provided at checkout. If your tracking shows "Delivered" but you can't locate your package, please:

- Check around your delivery area and with neighbors/building management, and
- Contact the carrier to open an investigation, and

- Email us at [support@barecosmeticsshop.com](mailto:support@barecosmeticsshop.com) so we can share any details we have (tracking, shipment date, carrier info).
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#### **4. EXCHANGES**

The fastest way to ensure you get what you want is to return the item you have (if unopened), and once the return is accepted, make a separate purchase for the new item. Due to our small-batch production, we cannot guarantee the availability of stock for direct exchanges.

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#### **5. CONTACT INFORMATION**

For more information about our shipping and return practices, or if you have questions, please contact us:

**Pop&Bare Cosmetics** Email: [support@barecosmeticsshop.com](mailto:support@barecosmeticsshop.com) Website: [barecosmeticsshop.com](http://barecosmeticsshop.com)