

We are committed to providing you with a fast and reliable shipping service. Below, you will find all the information about our delivery methods:

Europe: €4.99 3-5 days

All of our products are carefully packaged to ensure they arrive intact at their destination. For international shipments, any customs fees are the responsibility of the customer. We recommend checking the regulations of your country before placing your order.

Return and Refund Policy

We are committed to ensuring you have a satisfying shopping experience. If you are not completely satisfied with your purchase, you can return the product following our guidelines:

Return Terms

- You can request a return within 14 days from the date you received the order.
- Products must be returned in the same condition as received, i.e., unused, undamaged, and with original labels intact.
- Custom products or sealed items that have been opened (e.g., essential oils, jewelry, etc.) are not eligible for return.

How to Make a Return

1. Contact our customer service at info@natural-jewels.com to inform us of your intention to return the item.
2. You will receive instructions for the return and a form to include in the package.
3. Send the product to our return address. Return shipping costs are the responsibility of the customer, except for defective products or errors on our part.

Refunds

- Once the return is received and the product is inspected for the required conditions, we will process your refund within 7-10 business days.
- Refunds will be issued via the same payment method used for the purchase.
- Original shipping costs are non-refundable.

Damaged or Incorrect Products

If you received a damaged or incorrect product, please contact us immediately. We will resolve the issue and cover the return shipping costs.