



RhEAL Cosmetics

HEALING DEFINED

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## Policy Updates Effective 01/10/2020

- **Turn around policy:** Orders may take up 7-10 business days (excluding national holidays and weekends) to be fulfilled (shipped/ready for pick up). Orders with custom ingredients may require an additional 3-4 business days. Going forward, the main website page [www.rhealcosmetics.com](http://www.rhealcosmetics.com) will display a banner with live updates for order processing dates (example: banner will state “now processing orders placed on 01/01”).
- **Shipping Policy:** Upon being shipped (up to 7-10 business days after order was placed), USPS may take an additional 3-4 business days to deliver packages.
- **Pick-Up Policy:** Rhea will contact you regarding your pick-up in the order in which your order was placed. Local pick-ups may be subject to Rhea’s availability and may take 2-3 days longer than shipping. For orders placed online, you will receive a pick-up confirmation email letting you know your order is ready and Rhea will message you to set a date/time. Please do your best to adhere to the agreed upon pick-up window. Pick up dates may be affected by weekends (Saturdays & Sundays) and holidays. **Please do not attempt to pick-up orders before confirming the exact time/location with Rhea first.**
- **Delivery Policy:** Delivery is no longer offered under any circumstances. Local orders must be picked up unless otherwise indicated by Rhea.
- **Off-Website/Response Policies**
  - **Phone-Call Policy:** Please refrain from calling through the direct line unless it is an emergency or acutely related to pick-up directions or similar inquiries. Written messages will

be responded to as promptly as possible through all mediums (Instagram, iMessage, Facebook, email, through website & SMS message).

- **Orders placed through Instagram direct messages or over text/iMessage:** Please add all items to cart and screenshot orders placed through these messaging forums. This allows you to stay aware of the total and facilitates order processing. Not placing orders via screenshots may result in a delay of 3-4 business days.
- **Response Time to Direct Messages/Texts:** Please allow for 24-48 hours for responses to any and all inquiries placed through the website, Instagram, Facebook and over text message/iMessage.
- **Regimen Building Policy:** For regimens requiring photo consultation through direct messages/iMessage/SMS message, an additional 1-2 days may be required for order turn around.
- **Custom Labeling:** Custom labels are still free; however, they may require an additional 3-4 business days per label. Please take this into account when ordering gifts.
- **Restock Dates:** Restock dates will now be posted on the website for sold out items. Please view the website first for updates regarding restock dates before inquiring through text or direct messages.