

FREQUENTLY ASKED QUESTIONS

1. **Where is My Order?**

NasCia strives to ship all orders within 24 hours of purchase. If we are unable to do so, you will be notified by email, text or phone. You will receive an email notice when your order ships with a tracking number. You may check the status of your order by clicking on the tracking number.

2. **How Do I Change My Order?**

To make changes to your order, please call 816-679-1060. If your order has shipped you will need to return your order to NasCia Naturals, 6605 NW Caney Creek Dr., Kansas City, MO 64151. You will be responsible for paying shipping costs to return any items.

3. **How long will it take my order to arrive?**

We ship all packages Priority Mail unless other shipping arrangements are requested.

Delivery Times

USPS Priority Mail may require 1-2 additional days to be delivered due to COVID-19 impacts to the United States.

Delivery to the contiguous U.S.:

USPS Priority

Cost: FREE!

Delivery Time *: 1-3 days *

USPS Priority Mail Express

Cost: Actual cost

Delivery time*: 1-2 days *

*Time stated in business days, excluding weekends and holidays. Delivery times are estimates to most addresses.

Delivery to Alaska, Hawaii, & most U.S. Territories:

USPS Priority Cost: FREE!

Delivery time: 2-5 business days

USPS Priority Mail Express Cost: Actual cost

Delivery time: 3-5 business days

Shipping Days: Monday thru Saturday, excluding U.S. federal holidays. Please note, shipping time is based on business days only. (Sunday is not counted as a business day.)

Undeliverable packages: Refused shipments and packages that have failed delivery will be returned to NasCia Naturals and assessed a \$15 Non-Delivery fee. The Non-Delivery fee will be charged to the payment form selected during checkout, and will be subtracted from any refund.

4. May I Purchase by Phone?

If you would rather purchase by phone please call 816-679-1060.

We are available to take your order Monday-Friday, 9am to 5pm, and Saturday and Sunday, 9 am to 5 pm Central Time (holidays excluded).

If you'd like to place your order after hours, you can leave your order on the answering system along with your phone number and we will confirm it by calling you back the next day.

5. Can I Cancel My Order?

To cancel your order please call 816-679-1060.

6. What is Your Return Policy

If you are not completely satisfied, you can return for a replacement or full refund within 30 days of the original ship date (excluding shipping charges). A signed and fully completed Return form must accompany all product returns. Promotional products and gift items may not be available for replacement, and may, at NasCia Naturals' discretion be exchanged for a different item of equal value.

7. Do You Ship Internationally.

No we do not ship internationally.

8. I Can't Find a Product I Previously Purchased. What the Heck?

If you cannot locate a previously ordered item, it may have been discontinued, repackaged, renamed, or replaced. Please contact us at 816-679-1060.

9. I Didn't Receive any Notification About My Birthday Coupon. How can I fix this?

We're sorry to hear you're having a problem. You must opt-in to our email newsletter to be notified about the birthday savings benefit. If you need help optioning in or have additional questions about your savings please contact us at 816-679-1060 or email us at nascianaturals@gmail.com.

10. What is the NasCia Beauty Rewards Program?

It's a free rewards program created for beauty lovers like you, offering exclusive benefits for purchases made on nascianaturals.com. And the more you shop, share and connect with us, the more points you'll earn for greater rewards.

We have revamped our earlier Points Program and Combined it with our Birthday Program and added additional rewards. This is our way of rewarding our customers while continuing to grow NasCia Naturals.

11. How Do I Get Started?

You start by signing up at nascianaturals.com. There's no cost and all are welcome!

Once you've joined, log into your account and earn rewards for purchases made on nascianaturals.com, for referring friends, and much more.

12. Do My Points Expire?

Yes, all points expire after 12 months if there have been no further purchases on the account.