

How to request a return?

1. Prior communication:

- Send us an email at pedidos@herbitas.com informing us that you wish to make a return. Often, we can help solve the issue without needing to return the product.

2. Return period:

You have 30 days from the receipt of the order to request a return.

3. Product conditions:

Returns will not be accepted for products that are:

- Used
- Expired
- Incomplete
- Damaged

The item must be in its original packaging, which must, in turn, be protected with additional packaging. If not, the item may be rejected or lose value.

4. Required information:

To process the return, you need a Return / Non-Conformity number (NC/), which you can obtain by sending an email with:

- Product details (reference, item description, quantity, batch, invoice number)
- Reason for return
- Or by attaching a copy of the invoice.

Return process

Once you have your return number (NC/):

1. Send it to the following address:

Laboratorios Herbitas S.L.
C/ Periodista Badía, 13B
46134 Foios (Valencia), Spain

2. Return label:

- Clearly write the return number (NC/) on the package or use the authorization label (**never directly on the product's original packaging**).
- Include the delivery note or sales invoice and the NC/ number inside the package.

Who pays for shipping?

- If the error is Herbitas' responsibility (wrong or defective product...), we will manage and cover the cost of collection.
- If the reason is different, shipping costs are the customer's responsibility.
- Returns without an NC/ number will not be accepted.

What happens after the item is received?

- **If the return is accepted:**

We will confirm it and agree with you on how the refund or compensation will be made.

- **If the return is not accepted:**

We will notify you. The item will be available for pickup for 30 days. After that time, it will be destroyed.

Final instructions for returning the package

1. Print and cut out the return label (A4 format).
2. Attach the label to the outside of the package.
3. Place the return authorization inside the package, indicating the return number (NC/).



Print the label and
the authorization



Prepare the package
by attaching the return
label



Send the package

Return label:

Cut it out and stick it on the outside of the package, indicating the return code.



Periodista Badía 13B
46134 Foios - Valencia (Spain)
Tlf. +34 96 362 79 00
herbitas@herbitas.com
herbitas.com

RETURN NUMBER (NC/):

Return Authorization Label:

Cut it out and place it inside the package, indicating the return code.



RETURN AUTHORIZATION LABEL

RETURN NUMBER (NC/):