Terms and Conditions

**Order Processing**

Your order payment will be processed and invoiced upon receipt. To maximize speed and efficiency, order changes/cancellations cannot be made once your order has been placed. Quality and freshness are extremely important to us. Orders are made fresh daily and turnaround time can vary between 5-8 business days. Business Days do not include weekends, holidays or USPS mail transit time. You will receive a shipping confirmation email from USPS Click n Ship.

**Payments**

Payment in full is required at checkout. We do not accept COD, Money Orders or Checks. Our shopping cart accepts all major credit cards and PayPal.

**Shipping**

We ship by USPS Priority Mail within the US and by First Class International for outside the US. Local Porch Pick Up is available to customers at our home in Livermore, CA. You can select this option from the shipping dropdown section at checkout.

**Lost/Damaged Packages**

The Coconut Hut will not be held liable for lost/stolen packages or packages that are lost in transit. We will do our best to work with the carrier to find a fair solution to all. Any incidents must be reported with 24 hours of delivery.

**Returns and Refunds**

Orders are custom made fresh for you and due to nature of our products, sanitary reasons and the fact that they cannot be resold, we do not offer returns, refunds or exchanges. If your order is incorrect or there has been an error made on our end, we will correct the issue free of charge.

**Allergic Reactions**

We take pride in the high quality of ingredients we use in our products. No chemicals, alcohols or fillers. We specialize in sensitive skin and all of our products have the option to be ordered Unscented. Always review all of the ingredients on our products to verify if you are allergic to anything. Take precaution and test a small area on the body. If any sensitivity occurs, wash off and contact your physician. All of our products with the exception of the CBD Sublingual Drops

are for External Use Only. CBD 3rd Party Lab Testing also known as the Certificate of Analysis is available through a button link on the bottom of each page. There is ZERO THC in our products. All CBD Products are made meticulously calculated in small batches and hand poured for perfection. Our CBD is made in the USA and derived from a C02 extraction from US Registered Hemp that is free of chemicals / pesticides. Be assured you are purchasing the highest quality with proven results. Proudly Serving Our Customers Since 2004.

**Product Colors and Textures**

Due to the nature of using fresh raw ingredients, the texture and color of a product can change. Extreme cold can cause your Cocoa Butter/Shea Butter to get lumpy in CBD Salves. If this happens, put your salve in a shallow warm bath, melt it down and it will return to its creamy texture once cooled. Vanilla can change the color of a lotion to pink or light brown. This has no bearing on the quality, usage or performance of the product. We choose not to use chemical stabilizers to correct these naturally occurring variances. Shelf Life is approximatey 18 months for best freshness. Keep your products out of the sun and extreme heat. Store in a cool and dry place. Be sure to properly close with each use.

**Privacy**

We hold your privacy in the highest of regards. We do not share your personal information with anyone. Any coupons or newsletters will come directly from us. Sign up for a personal “Log In” and create a profile on our site to be a part of our community.

**Animal Testing**

We do not believe in animal testing in any way, shape or form. Trusted US Suppliers with like minds have been hand-picked over the years to provide us with pure raw ingredients. There should be no suffering of any kind for beauty.