

Shipping policy

We do **not** ship internationally.

Order Processing Time

Please allow ***3-5 business days*** to process your order. If your order is placed after business hours or on a holiday, the processing time starts on the next business day.

Business Days & Hours

Hours of Operation

Mon - Fri - 9:00 am - 5:00 pm (EST)

**** Closed All Federal Holidays ****

Orders being sent to P.O. Boxes and APOs/FPOs addresses must be shipped via the United States Postal Service.

Cancellation Policy

Please bear in mind that our order-fulfilment and shipping systems are designed to get orders on their way quickly and efficiently. Therefore, we can only cancel an order if it's still in the 3-5 business day processing window.

Shipping Damages

Damage or loss incurred during shipment is the delivery company's responsibility. Claims must be properly filed with the delivery carrier. Although the addressee must initiate damage claims against the shipper, we will be happy to assist you.

Lost/Stolen Packages

We are not responsible for lost or stolen packages, if the USPS or tracking indicates the package was delivered, we will not reship orders that have been lost or stolen. **Please contact your mail carrier if your package is listed as delivered but you have not received it.**

Damaged Items

When your order arrives, please inspect the carton for any damage that may have occurred during shipment. It is normal for the shipping carton to show some wear, however, if damage occurred to the items in your shipment, please contact Beauty Below Customer Service via email including your Order Number and pictures to customerservice@BeautyBelowMD.com. Our customer service representatives will be happy to assist you.

Insufficient Address

If your order is returned due to an insufficient address, you will be responsible for paying the reshipping fee. A refund will NOT be granted.