



Customer Care

Thank you for your interest in JoyOrganic. We hope to make your shopping experience simple and hassle-free.

For all customer care questions, please email us at sales@JoyOrganic.com or call us at 973-887-6562

Ordering Process



We accept Visa, MasterCard, American Express and Discover. Debit cards backed by these companies are also accepted.

To ensure the safety of your transaction, a secure **SSL connection** is utilized. When purchasing, you will be asked to provide the verification number provided on your credit card. For Visa and MasterCard, this three-digit code is located on the back of the card. The verification code for American Express is located on the front of the card above the account number.



After your purchase is completed, a confirmation of your order will be sent to your email address.

Shipping & Handling



Orders will be shipped via UPS or FedEx. Shipping options and corresponding charges will be provided when placing your order.



Products typically ship within 3 business days. You will be notified when the order is shipped and a tracking number will be provided.

Orders will not be shipped to P.O. Boxes.

Sales Tax

Sales tax must be collected for sales within New Jersey.

Returns

At Joy Organic.com, we like to provide our customers with the best return service possible.

If you are not satisfied with your purchase, you may return **unworn merchandise with all tags attached and in original condition**, within 60 days of ship date for an exchange or refund. Credits or charges due will be issued in the same manner as payment was



made. Returns made after the 60 day return period, are in unsellable condition or are missing tags will be charged a 25% restocking fee. Please allow (10) business days for your return to be processed. Initial shipping fees as well as return and exchange shipping costs are not refundable.

Joy Organic encourages you to return/exchange your items using UPS, FED EX or U.S. Mail (delivery confirmation) to help insure the purchase arrives at our warehouse.

How do I return something?

Print out the return form and enclose the item(s) you wish to return. (if you are unable to print the form, please include a note with your name, return address and daytime phone number, what you are sending back and why, and if you would like a replacement or credit to your account). Please allow ten business days for your return or exchange to be processed. Exchanges will be subject to our regular shipping & handling fees.

If your invoice is missing or the bottle was a gift, please contact us at sales@JoyOrganic.com and provide the first and last names of the purchaser. A copy of the Purchase Invoice will be sent to your email address.

Refunds will be made or replacement merchandise will be mailed within 7 business days.

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