

Return Policy

Returns

Due to the nature of our handmade soap products, returns or exchanges are not accepted. Refunds cannot be issued for personal scent preferences or allergies to specific ingredients. To assist in making informed choices, we provide detailed scent descriptions and full ingredient lists for every product. Please review the ingredient lists carefully before purchasing to avoid potential allergens.

If there's a legitimate issue with your order, such as a broken item, we want to make it right! Please don't hesitate to contact us.

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Damaged/Lost/Stolen Orders

We take great care in packaging your order, but shipping mishaps can happen. If an item arrives damaged, email us within 3 days of delivery at latherandlotus@gmail.com with the following information:

- Your full name
- Shipping address
- Email address
- Order number
- A photo of the damaged item
- A photo of the exterior packaging

Once the above information is received, we will file a claim with the shipping carrier and replace the item.

Occasionally, USPS may mark a package as delivered 1-2 days early. If this happens, we recommend waiting a day or two and checking around your home (front and back doors, porches, garages), or with neighbors. If it's still missing, reach out to your local postmaster.

Please note: Lather and Lotus is not responsible for lost or stolen packages. However, we're happy to assist if you encounter an issue—contact us at latherandlotus.com with your order details, and we'll do our best to help.

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Shipping Address Accuracy

It's essential to double-check your shipping address at checkout. Lather and Lotus cannot be held responsible for packages sent to incorrect addresses. If a package is returned due to an incorrect address, the buyer is responsible for additional shipping costs.

Should you notice an issue with your address or order after placing it, please contact us immediately so we can address it promptly.