

Cancellation policy



Purchase Options Cancellation Policy

At Balance of Nature, we offer various purchasing options, including subscriptions, pre-orders, and one-time purchases. This policy explains how you can cancel or modify these purchases.

One-Time Orders

When you place a one-time order, it is processed immediately, and we work to ship it as quickly as possible.

- **Cancellations:** Once a one-time order has been placed, cancellations are only possible before the order is processed and shipped. If the order has already been shipped, please refer to our Returns Policy for information on returning the product.

Subscriptions

When you purchase a subscription, you'll receive recurring deliveries based on the duration and frequency you choose. Your payment information will be stored securely, and you will be charged for each delivery unless you've paid in advance.

- **Auto-renewal:** Some subscriptions may auto-renew at the end of the subscription period. If you don't want to renew, you can cancel at any time.
- **Cancellations/Changes:** You can cancel or change your subscription anytime by following the link in your order confirmation email or by managing it through your account.

Pre-orders

When you purchase a pre-order, you are reserving a product that is not yet available or in stock. We may collect no payment or a partial deposit at checkout and store your payment method. Once the product is available, we'll charge the remaining amount (if applicable) and fulfill your order.

- **Cancellations:** You can cancel a pre-order that has not yet been fulfilled. If the order has been fulfilled, cancellation is not possible, but you may request a refund or return the product according to our [Returns Policy](#).

SECTION 4 - CONTINUOUS SERVICE

If you are placing an order online as part of one of our automatic replenishment programs, your membership in the program will remain in effect until it is canceled. We may, in our sole discretion, terminate your membership in the program at any time without notice to you. If you have provided us with a valid credit card number or an alternate payment method, each shipment will be automatically processed and the card or applicable payment method you provided to us at the time of your initial purchase and enrollment in our program will be charged at the time of each shipment and/or in installments. If you wish to cancel your participation in one of our automatic replenishment programs, you may do so by calling a customer service representative or health coach at the numbers listed on the website under customer service and health coaching.

You must provide current, complete, and accurate information for your billing account. You are responsible for ensuring this information is correct and must promptly update all information to keep your billing account current, complete, and accurate (such as a change in billing address, credit card number, or credit card expiration date). You must promptly notify us if your credit card information is canceled or is no longer valid (e.g., for loss or theft). Changes to such information can be made by calling a customer service representative at the numbers listed on the website under Contact. We reserve the right to refuse or discontinue the supply of the products or services to any user at any time at our sole discretion.