

# Terms and Conditions

## Moor Spa Hilton Head Customer Service

### CONTACT INFORMATION

Address: Vraiterre, LLC DBA Moor Spa Hilton Head.  
4 Dunmore Court, Building C, Suite 300  
Hilton Head Island, SC 29926  
Phone: 843-681-6060

Email: [team@moorspahiltonhead.com](mailto:team@moorspahiltonhead.com)

### SHIPPING

All purchases are shipped out of Hilton Head Island, South Carolina. Orders placed Tuesday through Saturday will be processed within 24-48 hours of being placed. Purchases made on Sunday, Monday or a national holiday will be processed the next business day. If there are any delays, we will contact you by email.

### DELIVERY METHODS

All our products are shipped using UPS® Simple Rate within the U.S. only. We do not ship internationally. Standard delivery times can be viewed at <https://www.ups.com/us/en/support/shipping-support/shipping-costs-rates/flat-rate-shipping.page>

### RETURNS

We stand behind everything we sell and sincerely hope that you will be happy with our products. However, if for any reason you are not satisfied with your purchase, you may return product for a full refund upon notifying Moor Spa Hilton Head at [team@moorspahiltonhead.com](mailto:team@moorspahiltonhead.com), within 10 days of receipt of your order. Please include the invoice number within your email. Prior authorization from [team@moorspahiltonhead.com](mailto:team@moorspahiltonhead.com) is required for

all returns. Returns that are received by Moor Spa Hilton Head but have not been authorized via email, will not be refunded. Product must be returned in as close to its original state as possible.

Returned items are subject to inspection by Moor Spa Hilton Head staff. All parts, pieces, printed materials, promotional items, accessories, and any original product packaging must be included with your return. Products eligible for refund may not be altered, over 50% used, or damaged.

Multiple return requests for the same products are subject to review by Moor Spa Hilton Head. We reserve the right to deny multiple refunds on products purchased and returned more than once.

After the 10-day grace period, refunds will not be allowed.

All returns should be sent to:

Returns: Vraiterre, LLC DBA Moor Spa Hilton Head.

4 Dunmore Court, Building C, Suite 300

Hilton Head Island, SC 29926

We recommend that your return or exchange is sent via USPS, UPS or FedEx for your protection and to insure timely delivery. Please note: Return shipping fees will not be refunded and only items purchased through [www.moorspahiltonhead.com](http://www.moorspahiltonhead.com) may be accepted for return or exchange.

For any questions or additional information regarding returns and exchanges, please contact us at [team@moorspahiltonhead.com](mailto:team@moorspahiltonhead.com).

## EXCHANGES

Products are eligible for a replacement of the same item if the original product is confirmed by Moor Spa Hilton Head as damaged, defective, or if you received the wrong product in your shipment. If you encounter any of these issues with your order, please notify us at [team@moorspahiltonhead.com](mailto:team@moorspahiltonhead.com) and we will make every effort to exchange your product in these instances, at no additional cost to you.

## DAMAGED ITEMS

If your package appears to have been damaged in shipment by the carrier, save the box and merchandise and notify us at [team@moorspahiltonhead.com](mailto:team@moorspahiltonhead.com). We will endeavour to have the carrier examine the package and will replace any damaged product at no charge.