

Return Policy – Teach Me Soap

Effective Date: October 19, 2025

At *Teach Me Soap*, we want every customer to be delighted with their purchase. Because our soaps are handcrafted personal-care products, please review the following carefully:

Returns & Exchanges

- For safety and hygiene reasons, **we cannot accept returns** on opened or used soap bars.
- If your order arrives **damaged, defective, or incorrect**, please contact us within **7 days** of delivery at **teachmesoap2@gmail.com** with your order number and photos of the issue.
- We will gladly **replace** the item or issue a **store credit or refund** depending on the situation.
- To be eligible for a return, items must be **unopened, unused, and in their original packaging**.

Refunds

- Once your return is received and inspected, we'll notify you by email.
- Approved refunds will be processed to your original payment method within **5–10 business days**.
- Shipping costs are **non-refundable**, except in cases of error or damage on our part.

Non-Returnable Items

- Custom gift sets or personalized soap orders
- Clearance or final-sale items

Contact Us

Questions about returns or replacements?

 teachmesoap2@gmail.com

Shipping Policy –Teach Me Soap

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We're excited to ship your handcrafted soaps with care and efficiency.

Processing Time

- Orders are processed within **1–5 business days**.
- During holidays or high-volume periods, processing may take an additional **1–2 days**.
- You'll receive a confirmation email with tracking details once your order ships.

Shipping Rates & Delivery

- Standard shipping (3–7 business days) is calculated at checkout based on weight and location.
- Free shipping on U.S. orders over **\$100**.
- We currently ship within the **United States**.
- International shipping options will be available soon.

Lost or Damaged Packages

- If your tracking shows “delivered” but you haven't received your order, please contact your local post office first.
- For lost or damaged packages, email teachmesoap2@gmail.com within **7 days** of the delivery date for assistance.

Address Errors

Please double-check your shipping address before placing your order. We are not responsible for orders shipped to incorrect addresses provided by the customer.