



Standard Shipping

United States (U.S.) orders received by 6:30 pm EST are shipped the same business day they are placed, with the exception of locally produced items and Young Living Essential Oil products. We pride ourselves on providing fast, affordable service. Our shipping & handling fee is a flat rate based on the total order amount (see standard shipping rates below). All U.S. orders sent standard shipping (via UPS) will be received within three (3) business days - guaranteed. Orders shipped to US Post Office Boxes will ship via United States Postal Service (USPS) and will be delayed by one (1) day.

U.S. Shipping Rates

NOTICE: Starry Brook is proud to guarantee three (3) business day deliveries for days for our patients.

Patients (Standard Rate)

Orders up to \$39.99	\$6.75
Orders over \$40.00	\$9.25
Orders over \$200.00	Free Shipping!

An additional \$4.00 charge will be applied to all orders shipping to Alaska and Hawaii. Quantity discounts and promotional offers are calculated before shipping and handling rates are applied. Be sure to sign up for our newsletter to receive the latest promotions. Can't find something you are looking for on our pharmacy? Send us an email or call the office and we will do our best to get it to you!

International Orders

Starry Brook Natural Medicine, LLC does not ship internationally.

Terms

Orders should be placed via phone or web with payment by MasterCard, Visa, Discover, American Express. We do not accept for COD orders.

Sales Tax

Items sold by Starry Brook , LLC are subject to sales tax in accordance with state and local tax laws. A separate charge may be charged to your account after you have placed your order for taxes. We will contact you prior to processing the order to advise of tax costs.

Many factors can change between order placement and payment processing that could result in an increase or decrease of the actual sales tax charged. Your order history will display the final total order amount, including all sales tax.

Special Order Items

Some products listed on our website are not kept in stock; these items are listed as ‘Special Order Items’ and are ordered upon your request. Special order items ship at the carrier’s book rate and are not eligible for return unless damaged.

Out of Stock Items

If an item ordered is out of stock, you will receive the remainder of your order with the out of stock item on back order. We will ship your out of stock item as soon as it is available, usually within 10–14 business days. You will only be charged for the out of stock item when it is shipped.

Return Policy

As part of Starry Brook’s commitment to quality, we do not resell returned items. You can be confident that every product you receive from Starry Brook has been kept tightly controlled and under the appropriate conditions from the time received from the manufacturer.

Damaged Packages

If you receive a package that has been damaged, save the original box and all its contents and call us immediately with the invoice number. We will make every effort to remedy the situation as soon as possible.

Price Changes

All prices are subject to change without notice. Not liable for errors or omissions.

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