Customer Service Policy: Lush Beauty & Wellness Spa is committed to providing exceptional customer service and quality products. We endeavour to make sure that all products listed on our website are currently in stock and pricing is true and correct. Standard delivery time frames are between 3-10 business days; if an ordered item is not available, or we are unable to fulfil your order we will notify you within 3 business days to arrange an agreeable alternative item, a backorder or a full refund.