



Refund & Return Policy

We want you to feel supported and satisfied with your purchase. If for any reason you are not satisfied, please review the guidelines below.

Refund Eligibility

You may request a refund or store credit within **14 days of receiving your order**.

To qualify for a refund:

- The item must be unused and in its original condition.
- The request must be submitted within 14 days of delivery.
- Proof of purchase must be provided.

Non-Refundable Items

The following items are not eligible for refunds:

- Final sale or discounted items
- Perishable goods such as teas, herbs, or food products
- Used or opened items
- Custom or ceremonial products made specifically for the client

How to Request a Refund

Please email:

holisticwellbeing.c@gmail.com

Include:

- Order number
- Item(s) requested for refund
- Reason for request
- Photos if applicable

Requests are reviewed within **14 business days**.

If approved, refunds will be issued to the original payment method and may take **7–14 business days** to appear depending on your bank.

Thank you for supporting small, intentional, handcrafted offerings.

With gratitude,
Giselle Bonilla