

Refund and Cancellation Policy for Aroma Heaven

Effective Date: Monday, 06 November 2023.

Last Updated: Wednesday, 27 November 2023.

1. Cancellation Policy:

- Orders can be cancelled within 24 hours of placement.
- To cancel an order, please contact our customer service at ops.aromaheaven@gmail.com or sales.aromaheaven@gmail.com.
- Cancellations requested after 24 hours may not be guaranteed.

2. Refund Eligibility:

- Aroma Heaven offers refund only for products that are not shipped, refund and cancellation is not accepted once product is packed and ready to ship.
- Refund requests must be made within 24 hours of placing the orders.
- To initiate a refund, contact our customer service team

3. Non-Refundable Items:

- All sales on Aroma Heaven are final.
- We do not accept returns or exchanges on products.

4. Refund Process:

- Once your refund request is approved, we will initiate the refund process.
- Refunds will be processed using the original payment method within 15 days.

5. Late or Missing Refunds:

- If you haven't received your refund within the specified timeframe, please check your bank account or contact your credit card company.
- If the issue persists, contact our customer service for assistance.

6. Policy on Sale Items:

- Sale items are non-refundable once packed and ready to ship.

7. Return Shipping:

- For eligible returns, Aroma Heaven will provide instructions on return shipping.
- Customers are responsible for return shipping costs.

8. Order Changes:

- Changes to an order (product, quantity, shipping address, etc.) after it has been placed may not be possible. Please review your order carefully before confirming.

9. Contact Information: a. For any inquiries or assistance regarding refunds and cancellations, please contact our customer service at ops.aromaheaven@gmail.com or sales.aromaheaven@gmail.com.

10. Policy Updates: a. Aroma Heaven reserves the right to update or modify this refund and cancellation policy at any time without prior notice.

By placing an order on Aroma Heaven, you acknowledge and agree to the terms outlined in this Refund and Cancellation Policy. Please review this policy carefully before making a purchase.

If you have any questions or concerns about Shipping & Delivery policies, please contact us at:

Aroma Heaven

157/158 Citi Mall,

Oshiwara, Andheri West

Mumbai, India

support@5plmasters.com

+91 8107480417

Thank you for choosing Aroma Heaven for your essential oil needs. We appreciate your understanding and compliance with these Refund & Cancellation Policies.