

Healing the mind, body, and soul is what we do! However, mistakes happen. So, we want to offer more peace of mind if things don't go as planned. Please read our full terms and conditions for the following:

Returns

We do not do returns! Please do not send back any open or unopened products. If a product is not satisfactory, please follow the guidelines below.

Cancellations

You may cancel any order at any time **BEFORE** an item is shipped. A full refund/credit/replacement will be issued as soon as possible. If a product is shipped, a refund cannot be processed.

Refunds/Credit/Replacement

A full refund can be issued if a product(s) is incorrect¹ or damaged². Pictures of the order as it was received must be submitted to process any refund. Refund requests must be placed within one week of the delivery date. If a refund is approved, you have the option of a refund, credit, or replacement.

Lost/Stolen package insurance

People suck! Waiting for your order all week only to discover that it's not there...stressful! We cannot remake lost³ or stolen orders. Still, Healing Aura wants to offer a 15% off coupon on your next order for any inconvenience.

Contact Us

So sorry for any inconvenience: we would love to help with any additional problems. If there are any concerns with products, packaging, or service, do not hesitate to contact us via:

- Website: healingaurallc.com
- Email: contact@healingaura.com
- Call/SMS: (678) 456-0352

¹ Missing items from order or customized order made incorrectly/missing ingredients.

² Product is melted, deodorant split in half or pieces, deodorant won't push up, the product is messy on the outside (e.g. wax drippings, dirt, severe oil stains, the tube is wet), and/or any cross contamination of any kind (food, hair, mold, any material that is not marketed as an ingredient within Healing Aura LLC).

³ Product(s) that is lost in transit due to shipping company and does not get delivered.

Effective date: December 1, 2022- Healing Aura LLC reserves the right to make any changes at any time.