

## **General**

### **Q1: What is Aura-Soma?**

**Aura-Soma is a unique holistic system** that appeared at the end of the last century in Great Britain and is developing to this day. It includes color therapy, numerology, astrology, and the energy-spiritual wisdom of humanity.

### **Q2: What is Aura-Soma's Mission?**

Aura-Soma's mission is to promote cooperation among all beings in caring for each other and the Earth that sustains us.

### **Q3: What are Aura-Soma products?**

Aura-Soma products are color-based wellness tools that blend botanical extracts, essential oils, crystals, and color vibrations to support personal well-being, self-discovery, and energetic balance through color therapy.

### **Q4: What types of products do you offer?**

We offer the following Aura-Soma range, including:

- **Equilibrium Bottles** - dual-colored oil blends for intuitive self-selection and energy balance.
- **Pomanders** - fragrant aura sprays or drops designed for energetic protection and cleansing.
- **Quintessences** - aromatic sprays for meditation, inspiration, and higher awareness.
- **Rescue Set** - Pocket Rescue Equilibrium Oils are your "AURA-SOMA® First Aid" on the go in an emergency, crisis situation.

### **Q5: What types of Aura-Soma services do you offer?**

Most of these services are available online or one on one consultation.

- Aura-Soma ID
- Express consultation (personal daily tip)
- Classic consultation
- Mega consultation
- Mandala reading
- Colorful forecasts on major world events (political, economic, etc.)
- Aura-Soma year forecast
- Aura-Soma retreat
- More offers, courses, and B2B opportunities you may find at [www.velana.net/aurasoma](http://www.velana.net/aurasoma) and [www.velana.net/cooperation](http://www.velana.net/cooperation)

**Q6: How can I book the Aura-Soma consultation?**

You may book your consultation in one click: <https://velana.net/aurasoma#offers>

**Authenticity, Origin, Sustainability****Q7: Are your products authentic?**

Yes - our products come directly from the Aura-Soma Products Ltd. (UK) factory and are guaranteed to be 100% authentic.

**Q8: Where are Aura-Soma products made?**

They are made in Tetford, Lincolnshire, UK.

**Q9: Are Aura-Soma products organic?**

Aura-Soma claims that its products are produced biodynamically and naturally, the Aura-Soma products are not organic/bio certified.

**Q10: Are Aura-Soma products vegan?**

No, Aura-Soma products are not vegan certified, and are not PETA approved.

**Q11: Are Aura-Soma products sustainable?**

There is no certified information about it, as well as there are no recycling or other sustainable pictograms on Aura-Soma packaging. You can find more expert info about it on the LinkedIn company page "Velana".

**Pricing & Payments****Q12: How much do Aura-Soma products cost?**

- Equilibrium Bottles: 47€ each.
- Pomanders, Quintessence, and Rescue bottle: 27€ each.

**Q13: What payment methods do you accept?**

We accept:

- Stripe: Major credit/debit cards (Visa, Mastercard, AmEx)
- PayPal
- Bank transfer (selected regions)

**Discounts & Bundles****Q14: Do you offer discounts or bundles?**

Yes, apply via email to [info@velana.net](mailto:info@velana.net). We provide:

- Birthday discount code
- Bundle discounts of 3-5 products (e.g., discounted sets of Pomanders)
- Seasonal sales and promotions

## **Shipping**

### **Q15: Do you ship internationally?**

Yes - you can buy products after your personal consultation. Yes - shipping is available worldwide. Rates and times vary by destination.

### **Q16: How long does shipping take?**

- Local deliveries: 2–5 business days
- International deliveries: typically 7–14 business days.

### **Q17: Do you provide tracking?**

Yes - you will receive a tracking number via email once your order ships.

## **Returns & Refunds**

### **Q18: Can I return Aura-Soma products?**

Opened or used items cannot be returned for health and safety reasons. However, unopened and unused items can be returned within 14 days of delivery.

### **Q19: What if my product arrives damaged or defective?**

Contact us immediately with your order number and photos. We will replace or refund damaged items at no extra cost.

### **Q20: How do I start a return?**

Email [info@velana.net](mailto:info@velana.net) with your order details. We'll provide the return address and instructions. Return shipping is the customer's responsibility unless the item is defective or damaged.

## **Aura-Soma Services and Prices (Pricelist)**

Booking consultation through <https://velana.net/pricelist>

**35 Express**-Express consultation gives you personalized know-how for a chosen day.

Are you planning an important event?

Are you choosing a date for a wedding or business opening?

Curious to know the guidance of the Aura-Soma angels?

Then an express consultation is what you need!

**100 Classic**-A classic Aura-Soma consultation:

Reveals your unique gifts and mission of the spirit,

Shows your past-present-future timeline,

Helps you find answers to life situations,

Revives inspiration and confidence on your path.

**130 Mega**-Mega-consultation, revealing for you all the sides and keys of Aura-Soma.

You get the entire Classic + the following:

Determination of your individual equilibrium in Aura-Soma

Aura treatment with Aura-Soma pomander

Trends on your timeline

How others see you

Practical tips on the Path of destiny and much more!

**150 Aura-Soma 2025**-Get a colourful, inspiring, and most unusual year forecast!

Main leitmotifs and my description of 2025 with Aura-Soma products.

**50 Mandala**-Do you like to painting or coloring mandala?

Want to know what stands behind your colours?

Get your personalised mandala reading!

**20 Aura Treatments**-Negative emotions, stress, harmful habits, diseases, unhealthy lifestyle, collective electromagnetic spectrum around us and other life issues low the vibrations and quality of aura.

**\*Giftcards are also available in 30€, 50€, 100€ and 130€**