**REFUND POLICY**

*Returns*

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately, we can’t offer you a refund or exchange.

To be eligible for a return, your items must be unused and in brand new condition. They must also be in the original packaging and include all the tags and packaging material still attached.

We will always work with you to find a solution and exchange the item if it arrived damaged, please contact us at info@healingbowl.asia.

There are some items that can't be returned:

Downloadable products (e.g. videos)

Incense

Singing bowl accessories

Goods showing signs of any mechanical damage.

To complete your return, we require a receipt or proof of purchase, which is your order number when you buy on this website. We can't assist with returns or exchanges if your products were bought somewhere else.

Please do not send your purchase back to us without prior authorization. In case you do, it will be returned to you at your own expense.

*Refunds*

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval of your refund.  
If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment within 5 business days.

*Cancellations*

If you request to cancel the order within 24 hours after it was placed and we are able to stop the shipment, a 4% cancellation fee will be deducted from your refund. The fee doesn’t apply to pre-orders where the entire order is not available.

*Exchanges*

We will be happy to replace items if they arrived defective or damaged. If you need to exchange it for the same or a different item, send us an email at info@healingbowl.asia.

*Shipping*

To return your product, you should mail your product to the address that will be provided after the return request is approved.

You will be responsible for paying your own shipping costs for returning the item. Please note that the original shipping costs are non-refundable as they are paid directly to the carriers. If you receive a refund, the cost of the original shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over $100, you should consider using a trackable shipping service or purchasing shipping insurance. We don’t guarantee that we will receive your returned item.