

Appointments and Mystic Services

Card Readings:

You can reschedule your appointment at no cost prior to your appointment.
No refunds available after the reading is complete.
Retrieve your refund before receiving your reading via Message/Call
Service will be completed after payment has been processed.

Spell Services:

No refunds available after spell completion.
Must request refund before spell completion
Service will be completed after payment has been processed.

Metaphysical Properties Shop

Physical items return policy

In order to be eligible for a Refund Return, you have to Inquire for the Refund Return within 10 calendar days of your. The product must be in the same condition that you receive it and undamaged in any way. You must notify our customer support team of the need of a refund and send it back to us. Return shipping will need to be covered by you. Refunds will be issued after the item has been returned back.
Items will be shipped after payment has been processed.

Jewelry and Handcrafted Items

No refunds available for items after the item has shipped.
Must issue the request for refund within 48 hours of purchase.
Items will be shipped after payment has been processed.
If item breaks, no refunds are available, You must ship the item back at your expense, it will be fixed or replaced, and shipped to you.

After we receive your item, our team (the owners of the shop) will (personally) inspect it and process your refund. The money will be refunded to the original payment method you've used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.

If the product is damaged in any way, or you have initiated the return after 10 calendar days have passed, you will not be eligible for a refund.

If anything is unclear or you have more questions feel free to contact our customer support team.

Any damaged or used items like (Used Candle, Broken Altar Piece) Is not available for return or refund - unless it is manufacturer or shipping damaged which must be reported within 24 hours of arrival to the client's possession.

