

## **THE SOULFUL JOURNEY LLC RETURN POLICY**

Returns (including gift returns) and exchanges must be made within 30 days of purchase. If more than 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 item must be in the same condition that you received it, be in the original packaging, and be unused, unwashed and unworn (free of any stains from makeup, deodorant, or wear) with all product tags attached.

Several types of goods are exempt from being returned:

- Perishable goods such as food, plants and flowers
- Dateable goods such as newspapers or magazines
- Gift cards
- Downloadable products (Digital Products)
- CD, DVD, software or video game that has been opened
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Books with obvious signs of use
- Custom products and
- Health and personal care items

To complete your return, we require a receipt or proof of purchase.

### **Refunds (if applicable)**

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 or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment. If you haven't received a refund yet, first check your bank account again. Next contact your bank. There is often some processing time before a refund is posted. Then contact your credit card company as it may take more than one billing cycle to appear on your statement.

If you've done all of this and you still have not received your refund yet, please contact us at [assistant@soulfuljourney.com](mailto:assistant@soulfuljourney.com).

### **Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [assistant@soulfuljourney.com](mailto:assistant@soulfuljourney.com) and send your item to: Soulful Journey Returns & Exchanges, 11300 Minnetonka Mills Rd, Minnetonka, MN, 55305.

### **Gift Returns (if applicable)**

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver.

**Shipping**

To return your product, mail it to: Soulful Journey Returns & Exchanges, 11300 Minnetonka Mills Rd, Minnetonka, MN, 55305.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.