

Refund Policy - Virtual Mind Body Spirit Festival

Effective from 17 January, 2021

Returns

- Virtual Products and services see below

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

For Products

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned.

Additional non-returnable items:

Gift cards

Downloadable software products

Some health and personal care items

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

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

Book with obvious signs of use

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after delivery is not eligible for a refund.

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 credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you have received an approval and haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@6DHealing.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Gifts

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 and he will find out about your return.

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 info@6DHealing.com and send your item to:

Shipping

Commence your return by emailing info@6dhealing.com and write 'Returns' in the subject line.

To return your product, you should mail your product to:
In USA

6 Dimensions of Healing

11407 SW Amu St
Suite #UX485
Tualatin, OR 97062
USA

or in Australia

6 Dimensions of Healing
P.O. Box 246
Yungaburra, Qld, 4884

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.

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 \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

For Virtual Products or Services

We have a 14-day no questions asked money-back guarantee. If in 14 days from purchase you find that you don't want the service you have purchased, we will gladly refund your purchase price.

To claim – Please provide a copy of the receipt and send an email with the subject line 'REFUND' and your name to info@6dhealing.com within 14 days of purchase.