

RETURNS AND REFUND POLICY

Return and Refund of Goods

We have a 14-day returns policy, which means you have 14 days after receiving your goods to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, and in its original packaging. You'll also need the receipt or proof of purchase.

We cannot accept the return of cosmetic items (including bath bombs, soaps and shower steamers) and bath products that have been opened and removed from their original packaging or goods that have been opened and used.

To start a return, contact us by email at gemmatft@gmail.com. Returns can be made by mail, or in person if delivered locally within Ynysybwl and Coed-y-Cwm. Items sent back to us without first requesting a return will not be accepted.

To return a good in person, a mutually agreeable timeslot will be arranged.

To arrange a return by mail, you will need to pack your goods along with proof of purchase and send them via your nearest post office, paying the necessary postage. Returns should be sent to the following address:

Time for Tranquillity, 3A Clive Terrace, Ynysybwl, Pontypridd, Mid Glamorgan, CF37 3LD

We will not be responsible for any damage or loss to the goods that occurs before they are returned to us, including while the goods are in transit.

A refund will be made no later than 14 days after we receive the returned goods, using the same form of payment as you used for the initial purchase. However, please note that we are permitted by law to reduce your reimbursement to reflect any reduction in the value of the goods that was caused by handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

Damages and Errors

Please inspect your order upon receipt and contact us within 24 hours if the item is damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Refunds for Services

We provide refunds for services cancelled at least 72 hours before the services were originally scheduled to be provided. Services cancelled with 48-72 hours' notice will receive a 50% refund. Services cancelled with less than 48 hours' notice will not be refunded, but it may be possible to reschedule your appointment. No refund will be provided for rescheduled appointments that are subsequently cancelled.