

STORE POLICIES FOR AWAKENING SPIRITS, INC.

Returns, Refunds and Exchanges Policy

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 10 days** of your purchase.

Please email awakeningspirits@mindspring.com to request a refund and we will assign you a tracking #.

ALL RETURNS MUST HAVE A TRACKING NUMBER IN ORDER TO BE ACCEPTED AND PROCESSED – NO EXCEPTIONS!

Mail your returned item to:

Awakening Spirits, Inc.
Returns Department Tracking #
5675 Jimmy Carter Blvd.
Suite 732
Norcross, GA 30071

Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Some items cannot be returned if they are opened. These include candles, music, software, and video games. Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 25% restocking fee. This fee will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

If your item is in new condition, you may exchange your item for an item of a similar size, color or purpose. You will be subject to a 15% restocking fee in this case and you will have to pay return shipping.

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Payment Policy

Accepted Methods of Payment

Credit Card (Visa, Master Card, American Express)

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

Shipping Policy

Turnaround

All orders are shipped within 72 hours Monday - Friday 8am - 5pm.

Carriers

We use the following carriers to deliver our orders:

- USPS
- FedEx

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available, we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.