

## REFUND POLICY

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund.

To be eligible for a refund (after deducting service charges), you must request for a refund 14 days prior to your date of appointment.

To complete your REFUND, we require a receipt or proof of purchase. All refunds will be made to Sri Lankan Bank accounts from Sri Lankan Rupee currency only.

## Notifications

Once your REFUND is inspected, we will send you an email/sms to notify you that we are processing your REFUND. 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/debit card or original method of payment, within a period of 14 working days.

## Late or Missing Refunds

- If you haven't received a refund yet, first check your bank account again.
- Then contact your credit/debit 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 [Kcjastrokemist@gmail.com](mailto:Kcjastrokemist@gmail.com).