

SNOW GLOBE CREATIONS

Refund Policy

Effective Date: 31/07/26

Overview

Customer satisfaction is important to us.

Eligibility

- Wrong item delivered
- Item damaged during delivery
- Item significantly different from what was ordered
- Requests within 48 hours with photo/video evidence

Non-Refundable Items

- Opened or used candles
- Opened diffusers
- Opened fragrance oils
- Opened car fragrances
- Misused products
- Change-of-mind purchases

Refund Process

Approved refunds may require the item to be returned and will be processed via the original payment method where possible.

Timeline

Approved refunds are processed within 5–10 business days.