



IMRAMA
Oracle

Imrama Oracle LLC Return Policy

Returns:

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

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.

Non-returnable items:

- Discounted Items
- 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. Send it directly to kari@imramaoracle.com or complete the form in the Contact Us section of the Imrama Oracle website.

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

- 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 14 days after delivery

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 your refund is approved, then your refund will be processed in a timely fashion. A credit will automatically be applied to your credit card or original method of payment within 14 days of the refund approval.

Late or missing refunds (if applicable):

If you haven't received a refund yet, first check your bank account again and/or contact your credit card company. It may take several business days for your refund to post to your account.



If several business days have passed and your financial institution has confirmed that there is not a pending deposit from us, please contact us at kari@imramaoracle.com. We will work with you to resolve the issue.

Sale Items (if applicable):

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

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 kari@imramaoracle.com and send your item to: 4546 W Rowel Rd, Phoenix, AZ 85083

Shipping:

To return your product, you should mail your product to: 4546 W Rowel Rd, Phoenix, AZ 85083

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.