

# Refund, Return, and Exchange Policy

Soul Card Studio | Last Updated: June 28, 2026 | <https://soulcardstudio.com>

**All sales are final unless your item arrives defective or damaged. Defective item claims require photo proof sent to [support@soulcardstudio.com](mailto:support@soulcardstudio.com) within 7 days of delivery.**

## All Sales Final Unless Defective or Damaged

Soul Card Studio does not offer refunds, returns, or exchanges for buyer remorse, incorrect product selection, scent preference, change of mind, duplicate orders, delayed use, spiritual interpretation, or failure to read the product description before purchasing. Because our products may include candles, journals, spiritual tools, digital content, and membership access, we keep a strict no-refund policy except in cases where a physical item arrives defective or damaged.

### 1. Defective or Damaged Items

If your physical item arrives defective or damaged, contact us within 7 days of delivery at [support@soulcardstudio.com](mailto:support@soulcardstudio.com). Your email must include the information below. We must receive photo proof before approving any replacement, store credit, or refund.

- Your full name
- Order number
- Email address used at checkout
- Clear photos of the damaged or defective item
- Clear photos of the packaging, if applicable
- A brief description of the issue

### 2. What Qualifies as Defective or Damaged

- Broken candle jar upon delivery
- Severe leakage or damage during shipping
- Missing item from the order
- Wrong item received
- Product that is unusable due to damage

### 3. What Does Not Qualify as Defective

- Not liking the scent
- Ordering the wrong candle number
- Ordering the wrong journal or digital product
- Minor label variations
- Minor wax imperfections

- Slight color differences
- Normal frosting, sweating, or texture changes in wax
- Packaging preferences
- Change of mind
- Delayed use of product
- Failure to read the product description
- Expected spiritual, emotional, or personal results not occurring

## 4. Digital Products

All digital product sales are final. This includes digital downloads, PDF guides, digital journals, cardology or numerology reports, digital calendars, online classes, audio/video content, energy reports, ritual guides, templates, and any other electronically delivered product. Once a digital product has been purchased, delivered, downloaded, accessed, or emailed, it cannot be refunded.

## 5. Memberships and Subscriptions

Membership and subscription payments are non-refundable once processed. You may cancel your membership before the next billing cycle to avoid future charges. Canceling does not automatically refund previous payments. Membership access may continue through the end of the paid billing period unless otherwise stated.

## 6. Sale Items, Promotions, and Limited-Time Offers

All sale items, promotional offers, relaunch pricing, discounted bundles, limited-time offers, and special event products are final sale unless the physical item arrives defective or damaged.

## 7. Shipping Issues

Soul Card Studio is not responsible for packages marked delivered by the carrier but reported missing by the customer. If your package is marked delivered but you cannot locate it, check with household members, neighbors, a front office or package locker, and the local post office or carrier. If a package is returned due to an incorrect or incomplete address provided by the customer, the customer may be responsible for any additional shipping fees to resend the order.

## 8. Approved Resolutions

If your defective or damaged item claim is approved, Soul Card Studio may offer one of the following at our discretion: replacement item, store credit, or refund to the original payment method. Refunds, if approved, may take several business days to process depending on your payment provider.

Questions? Contact [support@soulcardstudio.com](mailto:support@soulcardstudio.com).