

# RETURN Policy

We want you to love the products you've purchased from [balancedlivinginc.com](http://balancedlivinginc.com). If, for any reason you are not satisfied with your Feng Shui purchase, please contact us within 24 hours after you have received your order at [info@balancedlivinginc.com](mailto:info@balancedlivinginc.com)

We have a 15-day satisfaction guarantee return policy on all shipments.

## RETURNS:

If you are unsatisfied with our product, you may return your purchase in its original packaging 15 days from the date that the product was originally shipped to you for a FULL refund according to the following terms. To obtain a FULL refund, your return must be postmarked 15 days from the date that the product was originally shipped to you.

To return a product for an exchange or FULL refund you will need to obtain a Return Merchandise Authorization (RMA) number by contacting the billing department at [info@balancedlivinginc.com](mailto:info@balancedlivinginc.com)

An RMA number can ONLY be obtained by contacting the billing department at [info@balancedlivinginc.com](mailto:info@balancedlivinginc.com)

You will receive a response within 24 hours.

## PLEASE NOTE:

1. We cannot process or refund packages marked "Return to Sender."
2. Refunds will be issued to the same credit card that it was charged when ordering the product.
3. To ensure a refund is processed for you, please send returns to the address provided along with your RMA number. The RMA number must be clearly written on the package that you are sending back. Our shipping department is NOT allowed to accept any packages without an RMA number.
4. Shipping fees will not be refunded.