

# Refund Policy – WixScents

Last Updated: 18 November 2025

## 1. Our Commitment

At WixScents, we want you to love your purchase. If you are not satisfied, we will work with you to resolve the issue in line with New Zealand consumer law.

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## 2. Returns and Refunds

We offer refunds or replacements in the following cases:

- The product is faulty or damaged upon arrival.
  - The product does not match its description.
  - The product fails to meet the guarantees under the Consumer Guarantees Act 1993.
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## 3. Conditions for Refund

To be eligible for a refund:

- You must contact us within 14 days of receiving your order.
  - The item must be unused, in its original packaging, and accompanied by proof of purchase.
  - We may request photos of the product and packaging for verification.
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## 4. Non-Refundable Items

We do not offer refunds for:

- Change of mind.
  - Products damaged due to misuse or neglect.
  - Sale or clearance items (unless faulty).
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## 5. Process

- Email us at [Insert Email] with your order number and reason for return.
- Once approved, we will provide instructions for returning the item.

- Refunds will be processed to your original payment method within 5 – 10 business days after we receive the returned item.
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## 6. Shipping Costs

- If the product is faulty or incorrect, we will cover return shipping costs.
  - For other approved returns, shipping costs are the responsibility of the customer.
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## 7. Contact Us

For any questions about returns or refunds, please contact:

Email: [wixscents408@gmail.com](mailto:wixscents408@gmail.com)

Phone: 021 2424 188