

Returns

Our return policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

To be eligible for a return on your item it must be unused and in the same condition that you received it. It must also be in the original packaging.

Please note the following rules as it relates to our Refund Policy:

- Non-returnable items: Gift Cards
- To complete your return, we require a receipt or proof of purchase.
- Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable) with visible signs of use:

- Any item not in its original condition, damaged, or missing parts, for reasons not due to our error.
- Any item that is returned within 30-days after delivery.

Refunds

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 you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a then specified amount of business days.

Late or Missing Refunds

If you haven't received a refund yet, first recheck your bank account. Then contact your credit card company, it may take some time before your refund is officially posted to your bank. Next, contact your bank. There is often some processing time before a refund is posted. If you've done all these steps and have still not received your refund, please contact us at support@serenelifehome.com.

Sale Items

Only non-sale (regular priced) items may be refunded. If you require any other assistance or have questions, you can still reach out to SereneLife for customer support.

Exchanges

We only exchange items if they are defective or damaged. If you need to exchange it for the same item, send us an email at support@serenelifehome.com for assistance. A support representative will be sure to contact you back with the next steps and shipping requirements.

Gifts

If the item in question was marked as a gift when purchased and shipped directly to you, you could receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we would then send a refund to the gift giver, and they would be notified by default.

Shipping

To return your product, you should mail your product to 1600 63RD ST, Brooklyn NY 11204, United States. You will be responsible for paying for your own shipping costs when returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping may 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, we recommend using a trackable shipping service or purchasing shipping insurance.



We're committed to delivering the most dependable products so you can live a better, more serene life.

Built by New Yorkers. Based in Brooklyn.

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