

# Policies *and Reminders*



Above Rubies By Leesve Refund Policy At Above Rubies By Leesve, your satisfaction and well-being are our top priorities. We understand the trust you place in our products, and we strive to meet your expectations with every purchase.

Here's our policy regarding refunds and exchanges: No Returns Policy Due to the hygienic nature of our Manna Spread body butter, we are unable to accept returns.



This policy helps us ensure the safety and purity of our products for all customers. Addressing Damaged or Defective Products If your product arrives damaged or if you encounter any issues, we are here to help.

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Please follow these steps:

1. **\*\*Document the Issue:\*\*** - Take clear photos of the damaged product or the specific issue, such as an unexpected color change. - Ensure your photos clearly show the problem.
2. **\*\*Provide Proof of Purchase:\*\*** - Include your order number or a copy of the confirmation email with your request.
3. **\*\*Contact Us Promptly:\*\*** - Reach out to our customer service team within 7 days of receiving your product. - Be prepared to share the photos and details of your concern.

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Understanding Melting in Warmer Weather Please note that during hot weather, our Manna Spread may melt. This is a natural occurrence due to the pure, natural ingredients we use. Rest assured, the quality remains intact. Simply place the product in a cooler environment, and it will return to its original solid consistency. Melting due to heat is not considered a defect. Our Commitment to Resolution Upon verifying the issue: - We will gladly exchange the product or reship a new one at no additional cost to you.



Please note, we do not offer monetary refunds. Our commitment is to ensure you receive a product in perfect condition. We're Here for You We are dedicated to your satisfaction. If you have any questions or need assistance, please contact our customer service team. We are committed to resolving any issues and ensuring your experience with Above Rubies By Leesve is positive and fulfilling.

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