

# Returns & Refunds Policy

**Effective Date:** May 12, 2025

At Honeysuckle Farm, every product is handcrafted in small batches with fresh, non-toxic ingredients and a whole lot of care. Because of the nature of our goods—many of which are personal care or perishable—we are unable to accept returns or offer traditional refunds on most items. However, your satisfaction matters deeply to us, and we promise to make things right if there's a genuine issue with your order.

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## **Final Sale Items**

Due to the hygienic and handcrafted nature of our products, **all sales are final**. This includes:

- Soaps, lotions, body washes, and other skincare items
- Wax melts and candles
- Any product made-to-order or customized
- Digital downloads (eBooks, guides, programs)

We encourage you to read ingredient lists and product descriptions carefully before purchasing. If you have any questions about a product, feel free to contact us at **[contacthoneysucklefarm@gmail.com](mailto:contacthoneysucklefarm@gmail.com)** before placing your order.

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## **Damaged, Defective, or Incorrect Orders**

If your order arrives:

- **Damaged**
- **Missing an item**

- **Incorrect (wrong scent/product)**

Please contact us within **7 days of delivery** at [contacthoneysucklefarm@gmail.com](mailto:contacthoneysucklefarm@gmail.com) with:

- Your order number
- A clear photo of the issue
- A brief description of the problem

We will happily offer a replacement, store credit, or other reasonable resolution depending on the situation. We reserve the right to determine eligibility based on the information provided.

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### **Gift Cards**

All digital gift cards are **non-refundable and non-transferable**, and may only be redeemed through our website. They do not expire.

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### **Cancellations & Order Changes**

Because we begin preparing your order shortly after it's placed, **we cannot guarantee changes or cancellations once an order is submitted**. Please double-check your cart, shipping address, and product selections before checking out.

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### **Customer Care Promise**

We are a small, family-run farm business that takes pride in what we create and ship out. While we can't accept traditional returns, we are always here to ensure you feel valued, heard, and cared for. If something doesn't meet your expectations, **reach out to us—we're happy to help however we can**.