

Refund Policy

Effective Date: October 12th, 2024

1. Introduction

At The Arcane Mirror, we strive to provide the best possible service to our clients. If you are not completely satisfied with your tarot reading session, we offer a fair and transparent refund policy to address your concerns.

2. Eligibility for Refunds

Refunds are available under the following conditions:

- The refund request is made within three seven (7) days of the tarot reading session.
- The client provides a valid reason for dissatisfaction with the service received.
- The refund request is accompanied by proof of payment.

3. Non-Refundable Situations

Refunds will not be issued in the following cases:

- The client fails to attend the scheduled tarot reading session without prior notice.
- The client has previously received a refund for a similar issue.
- The dissatisfaction is based on the outcome of the reading, as tarot readings are subjective and for entertainment purposes only.

4. Refund Process

To request a refund, please follow these steps:

1. **Contact Us:** Email us at info@the-arcane-mirror.com with your refund request, including your name, date of the session, and reason for the refund.
2. **Review:** We will review your request and respond within fourteen (14) business days.
3. **Resolution:** If your refund request is approved, we will process the refund to your original method of payment within fourteen (14) business days. If the request is denied, we will provide an explanation and may offer a complimentary follow-up session as an alternative.

5. Contact Information

For any questions or concerns regarding our refund policy, please contact us at info@the-arcane-mirror.com

