



REFUNDS & RETURNS POLICY

ONLINE ORDERS

We do our best to ensure you won't need to refund or return any of our products, all pre-made herb blends are provided with ingredients lists so that you can be well informed on whether a product is right for you.

- Herb Blends cannot be returned unless there are quality issues or wrong items sent.
- If you are unhappy with the quality of herbs they must be photographed on the day of receiving and emailed to us within 24 hours.
- You can return or exchange any other products for up to 30 days from the purchase date however customers will cover the cost of return shipping unless otherwise approved by Yoni Steam Australia.
- No training courses will be eligible for return/refund once access is granted unless otherwise determined and approved by Yoni Steam Australia, which will be handled on a case-by-case basis.

If you have an allergic reaction to any of our herb blends, please seek help from a doctor or medical professional and discontinue use. Yoni Steam Australia is not liable or responsible for any reactions caused at home.

All custom-made herb blends are carefully curated to ensure you have the highest quality of herbs for your use at home and customers are asked to supply information on allergies and/or intolerances so that any reactions are avoided. If a customer fails to inform our practitioner/s of their allergies, no refund or return will be granted.

CONSULTATIONS, PACKAGES & MEMBERSHIPS

Once a consultation or package is booked, customers are expected to attend the appointment on-time and will be charged if unattended without prior attempts at rescheduling. (As this blocks out booking slots that other potential customers may need.)

- Customers may reschedule or exchange as credit if given notice within 24 hrs of the booked appointment.
- Refunds on consultations are not given after a consultation has been performed with a customer.
- Memberships are required to advise of cancellation 60 days prior to desired drop-off date.