

Refund Policy

Effective Date: July 30, 2026

At **Divya Tarot**, we are committed to ensuring that your order reaches you in good condition. Please read our refund policy carefully before making a purchase.

Eligibility for Refund

We offer a **7-day refund policy only for prepaid orders** and **only if the product is delivered in a damaged condition**.

Refund requests must be submitted within **7 days from the date of delivery**.

Unboxing Video Requirement

To be eligible for a refund, the customer **must provide a clear, continuous, and unedited video of the entire unboxing process**, starting **before opening the package** and continuing until the product is fully visible.

This requirement helps us verify claims and protect against fraudulent or false refund requests.

Refund requests submitted without a valid unboxing video may be rejected.

Refund Process

If your refund request is approved after verification:

- The refund will be processed to the original payment method used for the purchase.
- Refunds are applicable **only for prepaid orders**.
- The refund may take **5-10 business days** to reflect in your account, depending on your bank or payment provider.

Non-Refundable Situations

Refunds will **not** be provided in the following cases:

- The order was paid using Cash on Delivery (COD), if available.
- The product is not damaged.
- The damage occurred after delivery due to misuse, mishandling, or improper care.
- The refund request is made after 7 days of delivery.
- A valid, continuous, and unedited unboxing video is not provided.
- Minor variations in color, texture, or appearance caused by photography, lighting, screen settings, or the natural characteristics of the materials used.

Contact Us

If you receive a damaged product, please contact us within **7 days of delivery** with:

- Your order number
- A clear, continuous, unedited unboxing video
- Photos of the damaged product (if requested)

Once we verify your claim, we will notify you of the outcome and process the refund if your request meets the above conditions.