

Cancellation Policy:

The Spirit of Blue Foundation believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 72 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- There is no cancellation of orders placed under the Expedited Delivery category.
- No cancellations are entertained for those products that are special orders like customized glassware and water bottles.
- Spirit of Blue Foundation does not accept cancellation requests for perishable items like wreaths. However, refund/replacement can be made if the customer establishes that the quality of product delivered is not good.
- In case of receipt of damaged or defective consumer durable items and non-durable items please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within 5 days of receipt of the products.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 24 hours of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.

Refund Policy

When you buy our products, your purchase is covered by our 5-day money-back guarantee. If you are, for any reason, not entirely happy with your purchase, we will cheerfully issue a full refund. To request a refund, simply contact us with your purchase details within ninety 5 days of receipt of your purchase. Please include your order number (sent to you via email after ordering) and optionally tell us why you're requesting a refund – we take customer feedback very seriously and use it to constantly improve our products and quality of service. Refunds are being processed within 14 days period.