



Returns & Refunds Policy

Thanks for shopping with Honey from the Jar.

If you are not entirely satisfied with your purchase, we're here to help.

Returns

You have 14 business days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be returned in the reusable Hero pack in which it was delivered.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item.

We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

We do not accept returns or give refunds for change of mind or buyer's regret.

We will accept returns and refunds if:

- The item is found to be faulty or damaged beyond reasonable expectation for a preloved item (faults not disclosed in listing)
- The item size is not acceptable
- The item was not what was ordered