

Refund & Returns Policy

Last Updated: June 2026

Thank you for shopping with Halo Palette.

We strive to provide high-quality Catholic art, stationery, and illustrations. If you are not fully satisfied with your purchase, please review the following policy.

1. Eligibility for Returns

Physical products may be returned within seven (7) days of delivery if:

- The product is damaged upon arrival
- The product received is incorrect
- The product is unused and in original condition
- Original packaging is retained where reasonably possible

2. Non-Returnable Items

The following items are non-returnable and non-refundable:

- Personalized products
- Custom illustrations
- Commissioned artwork
- Digital products (if introduced in the future)
- Products damaged through misuse

3. Custom Illustration Orders

Custom illustration and commissioned artwork orders become non-refundable once work has commenced.

This includes:

- Concept development
- Sketching

- Design preparation
- Digital illustration work

Because significant creative effort begins before final delivery, cancellations and refunds are not available after work has started.

4. Damaged or Incorrect Orders

If you receive a damaged or incorrect item, please contact us within 48 hours of delivery and provide:

- Order number
- Photographs of the item
- Description of the issue

Upon verification, we may offer:

- Replacement
- Store credit
- Refund at our discretion

5. Order Cancellations

Orders may be cancelled before shipment.

Once an order has been shipped, cancellation requests cannot be accepted.

Custom illustration orders may only be cancelled before work has commenced.

6. Refund Processing

Approved refunds will be issued through the original payment method used during purchase.

Refund processing times may vary depending on banks and payment providers.

7. Return Shipping

Customers may be responsible for return shipping costs unless:

- The item was defective
- The wrong product was sent
- The error originated from Halo Palette

8. Contact Information

Halo Palette

Email: holyhuemor@gmail.com

Phone: +91 7012971179

Please contact us before initiating any return.