

Refund Policy

Menko's Magic Balm

Last updated: January 2026

At Menko's Magic Balm, we take pride in the quality of our products and want you to have a positive experience. Please review our refund policy below.

1. All Sales Are Final

Due to the nature of personal care and topical products, **all sales are final**. For hygiene and safety reasons, we do not accept returns or exchanges on opened or used items.

2. Damaged or Incorrect Orders

If your order arrives **damaged, defective, or incorrect**, please contact us within **[7–14] days** of delivery.

To help us resolve the issue quickly, please include:

- Your order number
- A brief description of the issue
- Clear photos of the item and packaging (if applicable)

Once reviewed, we may offer:

- A replacement item, or
- A refund to the original payment method

3. Lost or Delayed Packages

We are not responsible for delays or lost packages caused by the shipping carrier. However, if you believe your package is lost, please reach out and we'll do our best to assist you.

4. Allergies & Sensitivities

Ingredients are listed for transparency. We recommend performing a **patch test** before full use.

Refunds will not be issued for reactions due to individual sensitivities or allergies.

5. Contact Us

If you have questions about this Refund Policy or an issue with your order, please contact us at:

Email: menko@menkosmagic.com

Business Name: Menko's Magic Balm