

At The Celestial Joint/ Irada by TCJ, we do our best to service you in the best way possible.

We have steps to ensure all your products are delivered on time.

Once an service is paid for, initiating a refund is difficult.

Please mail us on hello@thecelstialjoint.com for further information or clarification.

However for products, if an unboxing video is provided within 24 hours from accepting the delivery, and there is cause of damage, missing, or defected items, a refund shall be initiated.

If products are missing or damaged, a new product shall be re shipped to satisfy your order.

Other than damages or missing products, we do not offer returns or refunds, as each crystal or product is specifically cleansed and charged based on the customers preferences and the aura field.

To initiate a refund or replacement request, please get in touch at hello@thecelstialjoint.com within 24 hours of receiving your product, with the unboxing video.

Please note that the unboxing video must be from the start to finish.

For an initiation, the payment shall be reversed through the bank into the original method of payment, or shall be made via bank transfers for which details would have to be provided by you.