

Refund Policy, Cancellation & Replacement Policy

- If a customer receives a product that is wrong/defective /damaged/tampered with, then Oppa Spa and Beauty Center LLC refunds based on the customer's request. Refunds will be made to the original mode of payment and will be processed within 30 days depending on the issuing bank of the credit card.
- All services rendered are final and are not refundable. But if the customer intimates the Oppa Spa and Beauty Center LLC management to cancel the service ordered through the online platform 24 hours prior to the appointment, then a refund will be made as bank transfers to the customer account within 30 days of the request made by the customer.
- If a customer has unused appointments/sessions for individual services, service packages, or service series, that service only will be re-scheduled as per the available slots.
- Customers can request cancellation or replacement if the product received a wrong/defective /damaged/tampered. Customers should raise the request for cancellation or replacement to Oppa Spa and Beauty Center Management by email (oppabeautyspa@gmail.com)