

Payment, Cancellation & Return Policy

Effective October 16, 2026 | Updated service-language edition

Payment

Payments are collected through the website checkout using payment methods displayed there; the former personal PayPal payment-link process is no longer our standard ordering process. Prices are stated in U.S. dollars, with applicable taxes and shipping displayed before purchase. Full payment is required before service preparation or performance begins.

Spiritual Working orders

For an order classified as a **Spiritual Working**, payment does not mean acceptance or that the Spiritual Working has begun. We normally respond within **24–48 hours**. The customer receives a separate email when the Spiritual Working officially begins, or an email if the request is declined. The Spiritual Working is normally performed and completed within **3–5 business days after its official start**; a completion email is sent **after** the Spiritual Working is complete.

Ritual orders

For an order classified as a **Ritual**, payment does not mean acceptance or that the Ritual has begun. We normally respond within **24–48 hours**. The customer receives a separate email when the Ritual officially begins, or an email if the request is declined. The Ritual is normally performed and completed within **3–5 business days after its official start**; a completion email is sent **after** the Ritual is complete.

Required preparation details

Orders for Spiritual Workings and orders for Rituals require the checkout information requested for that specific service, such as name, email, date of birth, and a description of the situation and intention. If a field regarding another person is optional or not applicable, follow the instructions in that field. Do not include unnecessary sensitive information.

Cancellation and refunds: Spiritual Workings

A Spiritual Working may be cancelled for a full refund before preparation or performance begins. After preparation or performance begins, change-of-mind cancellation is generally not refundable except as required by law. No refund is due solely because a desired spiritual outcome does not occur. If we decline a Spiritual Working before it begins or cannot provide it, we will refund the declined or unprovided service.

Cancellation and refunds: Rituals

A Ritual may be cancelled for a full refund before preparation or performance begins. After preparation or performance begins, change-of-mind cancellation is generally not refundable except as required by law. No refund is due solely because a desired spiritual outcome does not occur. If we decline a Ritual before it begins or cannot provide it, we will refund the declined or unprovided service.

Business days and delays

Business days are Monday through Friday, excluding public holidays. If a service completion estimate changes, we will contact you.

Physical products

Physical-product listings state whether items are ready-made or made to order, expected dispatch and any shipping charges. The 3–5-business-day service window for Spiritual Workings and Rituals does not set a shipment or delivery deadline for physical products.

Physical-product returns

For ready-made items, contact us within 14 days after delivery to request return of an unused item in original condition. Customers pay change-of-mind return shipping. Personalized or custom-prepared items are generally ineligible for change-of-mind returns. This does not affect rights relating to defective, damaged, incorrect, or undelivered goods.

Shipping delays

If shipping cannot occur within the timeframe stated for your item, we will contact you about the delay and the applicable cancellation and refund options.

Refund processing

Approved refunds are returned using the original payment method when possible; posting time is controlled by the payment provider.

Contact

Email rootworkbybri@gmail.com with your order number and concern. We normally respond within **24–48 hours**.