

## OUR RETURN POLICY

Here at Stone Eagle, we pride ourselves not only in the quality of our stones but also the craftsmanship. We strive to make the best stones possible for you and your client so you both walk away feeling refreshed and relaxed. We put a lot of love and energy into our stones so hopefully they will last you a long time. If you take care of them then they will take care of you.

Our return policy for our stones is simple but must be followed to ensure they are properly used and not mistreated.

1. Upon receipt of your stones they must be inspected to make sure there is no damage to the stones themselves. We pack the stones as best we can to protect them but we must always beware of the dreaded shipping guy who doesn't realise he has precious cargo and wants to see just how far into the truck he can chuck your beautiful stones. Just send us a note with a photo of the broken stone. This must be done within 7 days of receipt of your stones for us to honour you with a full replacement of the broken stone and free shipping.
2. In order for you to protect not only the stones but yourself, our stones **SHOULD NOT** be heated above 55 deg Celsius. Higher temperatures, over a prolonged amount of time, can cause the stones to become brittle. This makes them susceptible to fractures or cracks which may cause them to easily break. So we recommend that a proper Stone Heater be used with a temperature control. If during the first 6 months, a stone breaks either by heating it or during use, we will replace the stone free of charge **BUT** we want a photo of not only the broken stone but a picture of your Stone Heater as well. **WE WILL NOT COVER ANY STONE** that is heated by a Warm Towel Heater, Slow Cooker, Crock Pot, Rice Cooker, Microwave, Flame Thrower, Car Engine, Oven, BBQ, Camp Fire or any other incendiary device.
3. **OUR STONES ARE NOT INDESTRUCTIBLE.** They can break if mistreated by dropping them on the ground, throwing them against a wall or even letting them drop off your client onto the floor. I can't tell you how many stones I have broken, while working on them with wet hands, only to have them slip out of my hand onto the floor and break. Especially if they are in the end stages of hours of work. **AAARRRGGGHHH!!!!** So now I have purchased some nice rubber mats that I surround myself with to avoid that nightmare.
4. After 1 year, of proper use, if any stone is to break we will give you a replacement stone at a discounted price plus the cost of shipping. We will need a photo of the broken stone and the Stone Heater as well.
5. If for **ANY REASON**, and at **ANY TIME**, something does happen to your stone and it develops a chip, crack or small irregularity and you want it fixed, I will reshape it, as best I can, for free. Just send us the stone with return postage and we will take care of it for you.
6. Lastly, please be careful in purchasing your stones as we will not take any returns for a refund or credit if you change you mind.

### Bodhi Stones

Our Bodhi Stones will come under the same principles as above. Please remember that the Jade Bodhi Stones are *even more fragile than your Massage Stones*. Extra care should be taken with them not only in the heating but also not to drop them as they can break easily from the fragile stem. **WE WILL NOT COVER OUR BODHI STONES AFTER 3 MONTHS.** Sandra and I try our hardest to give you the best Stones available in the world to take care of you and your clients. We do understand that things happen in life that are out of your control. If you have any issues at all, please call us or email us and we will strive to help get you the best outcome for all.

Heaters - Our Stone Heaters come with a 1 year Warranty!

Love & Light  
Sandra & Clay