

Refund Policy

Last updated: October 19, 2025

At Grandma's House, we want you to be completely satisfied with your purchase. We take pride in providing high-quality skin and wellness supplements made with care and natural ingredients. If you are not fully satisfied with your purchase, we're here to help. Please review our refund policy below.

Returns

We accept returns within 30 days of the purchase date. To be eligible for a return, your item must be:

- Unused, unopened, and in its original packaging.
- Accompanied by proof of purchase (such as your order confirmation or receipt).

Please contact our customer support team at info@shopatgrandmashouse.com before sending your item back, so we can provide the correct return address and instructions.

Refunds

Once we receive and inspect your return, we will notify you via email. If approved, your refund will be processed to your original method of payment within 5–10 business days. Please note that shipping costs are non-refundable.

Non-Returnable Items

For safety and hygiene reasons, we cannot accept returns on:

- Opened or used supplement containers.
- Sale or clearance items.

Damaged or Incorrect Orders

If your order arrives damaged or incorrect, please contact us within 7 days of delivery at info@shopatgrandmashouse.com with your order number and a photo of the issue. We'll gladly send a replacement or issue a refund.

Contact Us

If you have any questions about our refund policy, please reach out to our support team at:

■ info@shopatgrandmashouse.com