

Terms and Policy Statements

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Privacy Policy

Welcome Home Aroma is committed to protecting your privacy and will use the information we collect about you to create profiles, process orders, and to provide a personalized shopping experience.

Welcome Home Aroma uses your information we collect solely for our business purposes. We do not sell or share collected information to third parties. However we may release information in good faith as is reasonably necessary to comply with the law or protect Welcome Home Aroma’s rights.

When placing an order, Welcome Home Aroma will need to collect your name, mailing address, e-mail address, phone number, and payment information such as credit card number and expiration in order to process the order. Welcome Home Aroma offers the use of a secure server to optimize your security during transfer of information and once stored your data is protected against unauthorized access.

Shipping Policy

All product will be shipped within 7 (Seven) business days of an order being received and payment credited to the customer account. All orders will be shipped directly to the address provided in the customer profile under the shipping address. Shipping is available by ground delivery only and a shipping and handling charge will be added to each order except under certain conditions when local Consultants pick up orders for distribution to their customers.

Warranty and Return Policy

Company fragrance dispensing units carry a one-year warranty from date of purchase against defects or malfunction when used as directed. During the warranty period if any problems are encountered, contact the Company by phone at (208) 524-5160 toll free, (866) 37AROMA, for directions to receive free replacement parts. EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY SECTION, THE COMPANY PROVIDES PRODUCTS AND SERVICES “AS IS” AND MAKES NO OTHER EXPRESS WARRANTIES, WRITTEN OR ORAL, AND ALL OTHER WARRANTIES ARE SPECIFICALLY EXCLUDED, INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT, AND ANY WARRANTY ARISING BY OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, USAGE OF TRADE, OR SIMILAR PROVISIONS UNDER THE LAW OF THE UNITED STATES. If the one year warranty period has expired or for repairs not covered by the warranty, Welcome Home Aroma provides repair parts for a nominal charge. In addition to the product warranty, the company offers a 30 day satisfaction guarantee. Starting from 5 days after shipping a customer has 30 days to try the product and return it if not satisfied. When the fragrance dispensing unit and any unused fragrance is returned to the Company, within the guarantee period, the Company will refund the purchase price of the product minus the shipping and handling. Before returning units or product a customer must contact the Company at (208) 524-5160, toll free (866) 37AROMA for return shipping directions and address.