

Shipping and Return Policy

Melva Glow will start to process your order as soon as we receive your order. Please allow 2 - 3 business days, excluding holiday, for us to fulfill and send your order to the courier for shipping. Melva Glow uses Canada Post service to deliver our products to our clients. Please take a look below for our shipping fees:

Canada Standard Shipping via Canada Post

10 - 14 Business Days

Excluding Holiday

\$15

Free Shipping for Orders above \$100

Unfortunately, International Shipping is not yet available at this moment.

Please visit www.canadapost.com to learn more about their shipping process, terms and policies.

Please be aware that we are not affiliated, or partnered with Canada Post. We only use Canada Post Service to fulfill and ship our client's orders.

Strictly No Return and No Refund Policy.

Melva Glow will only replace your order, with the same item that you order, if you receive a broken or defect item due to shipping and handling. If, in some cases, you do not like the item that you purchased, we will only provide you a store credit, with the same purchase amount.

Missing or Lost Package

Melva Glow will provide tracking code for all shipped orders. If you still haven't received your package 30 days after the estimated delivery date, please contact us to replace your order. Please allow us at least 5 business days to ship the replacement item.

Melva Glow has the right to perform an investigation to track the package, such as contacting the courier about the shipping and delivery of the item(s), to all declared missing or lost packages.

For all questions or concerns regarding this policy, or for any missing or lost package, please contact us directly:

Via email: melvaglow@gmail.com