

## **RETURNS & REFUND POLICY**

### 1. Return Period

Customers may request a return within 30 days of delivery.

### 2. Return Conditions

Returned items must:

- Be unused and in original condition
- Include original packaging
- Be suitable for resale

We reserve the right to reject returns that do not meet these conditions.

### 3. Return Process

To initiate a return:

- Contact us with your order details
- Await return approval instructions

Unauthorised returns may not be accepted.

### 4. Return Shipping Costs

Customers are responsible for all return shipping costs unless the product is defective or incorrect.

### 5. Inspection

All returned goods are subject to inspection before approval of any refund or exchange.

### 6. Refunds

Approved refunds will be processed via:

- Original payment method, or
- Store credit

Refunds may take 5–10 business days to reflect.

### 7. Exchanges

Exchanges are subject to product availability.

## 8. Defective or Incorrect Products

If you receive a defective or incorrect item:

- Notify us within 48 hours of delivery
- We will arrange collection, replacement, or refund

## 9. Abuse of Policy

We reserve the right to refuse returns where abuse of this policy is suspected.