

Knot & Toe – Return and Refund Policy

Effective Date: May 12, 2025

Thank you for shopping with **Knot & Toe**. We take great pride in the quality and craftsmanship of our socks and shoelaces. If you are not entirely satisfied with your purchase, we're here to help.

1. Returns

You have **7 days** from the date of delivery to request a return.

To be eligible for a return:

- Your item must be **unused** and in the **same condition** that you received it.
- The item must be in the **original packaging** with all tags and labels attached.
- A valid **proof of purchase** (invoice or order confirmation) is required.

Non-returnable items include:

- Socks that have been tried on or worn.
- Shoelaces that are damaged due to misuse.
- Discounted or clearance items (unless defective).

2. How to Initiate a Return

To initiate a return, please email us at hello@knotandtoe.com with the following details:

- Order number
- Reason for return
- Clear photos of the product (if defective)

We will respond within 2–3 business days with further instructions. Return shipping costs are the responsibility of the customer unless the item is defective or we sent the wrong product.

3. Refunds

Once we receive and inspect your returned item, we will notify you about the approval or rejection of your refund.

If approved:

- The refund will be processed within **5–7 business days**.
- The amount will be credited to your original method of payment.

Please note: Shipping fees (if any) are non-refundable.

4. Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item for the same product, contact us at hello@knotandtoe.com.

5. Cancellations

Orders can only be canceled within **2 hours** of placing the order. Please contact us immediately if you wish to cancel.

6. Need Help?

If you have any questions about our return and refund policy, feel free to reach out to us at:

Email: hello@knotandtoe.com

Phone: +91 95909 55527

Website: www.knotandtoe.com