

## REFUND POLICY

This policy outlines the requirements and procedures for processing customer refunds. All customer support representatives must adhere to these guidelines to ensure consistency and fairness in our financial operations.

### 1. General Eligibility Criteria

To qualify for a refund, a customer's request must meet the following baseline requirements:

- **Request Window:** The refund request must be initiated within **30 calendar days** of the confirmed delivery date.
- **Proof of Purchase:** A valid order number or transaction ID is required for all requests.
- **Item Condition:** Items must be returned in their original packaging, including all tags, manuals, and accessories. Products must show no signs of use, wear, or damage caused by the customer.

### 2. Refund Categories and Timelines

The method and speed of a refund depend on the reason for the return and the original payment method.

#### 2.1 Standard Returns (Change of Mind)

If a customer is unsatisfied with a product but the item is not defective:

- The customer is responsible for return shipping costs.
- The refund will be issued to the **original payment method** once the item is received and inspected at our warehouse.
- Processing time is **5–7 business days** after the item arrives at the facility.

#### 2.2 Defective or Damaged Goods

If an item arrives damaged or fails to function as described:

- The company will provide a pre-paid shipping label for the return.
- Customers may choose between a full refund to the original payment method or a replacement item sent at no additional cost.

- Refunds for defective goods are processed within **3 business days** of the item being scanned by the courier.

### 2.3 Non-Delivery

If an order is lost in transit and cannot be located after an investigation with the carrier:

- A full refund will be issued immediately upon the conclusion of the investigation.
- Investigations typically take **48–72 hours**.

### 3. Non-Refundable Items and Exceptions

The following items are strictly non-refundable unless they arrive damaged or defective:

- **Perishable Goods:** Food, flowers, or other items with a limited shelf life.
- **Personal Care Items:** Opened cosmetics, skincare, or hygiene products.
- **Digital Products:** Downloadable software, e-books, or gift cards once the code has been issued.
- **Customized Orders:** Any products that were personalized or "made to order" based on customer specifications.

### 4. Refund Methods

Refunds are issued based on the original transaction type:

- **Credit/Debit Cards:** Funds are returned to the specific card used. Bank processing times may add an additional **3–5 days** before the balance appears.
- **Store Credit:** If requested by the customer, store credit is issued via an electronic voucher and is available for immediate use. Store credit is non-transferable and cannot be exchanged for cash.
- **Split Payments:** If an order was paid using a combination of store credit and a credit card, the store credit portion will be refunded first, followed by the remaining balance to the card.

## 5. Cancellation Policy

- **Before Shipment:** Orders cancelled before they have entered the "Processing" or "Shipped" status are eligible for an immediate full refund.
- **After Shipment:** If an order has already left the warehouse, the customer must follow the Standard Return process (Section 2.1) once the package arrives.

## 6. Abuse of Policy

The company reserves the right to deny refund requests if there is evidence of:

- **Refund Grooming:** Frequent, repeated returns of high-value items by the same account.
- **Fraudulent Activity:** Returning empty boxes or items not purchased from our store.
- **Intentional Damage:** Damage caused by the user to trigger a "Defective Goods" refund.