

# Return Policy

At Inaya, ensuring your satisfaction with our products is our top priority. We have crafted a return policy to address any concerns you may have regarding your purchase. Please carefully review the following details about our return process:

## Return Eligibility

- To initiate a return, you must email our customer support team at **care@inayapoeticthreads.com** within 2-4 days of receiving the item.
- In the email, provide detailed explanations and supporting evidence, such as photos and videos, of any manufacturing defects or damages.
- Returns should be shipped by the customer to the seller, Inaya, with the original tag attached for the return to be accepted.

## Return Process

Here's how you can initiate a return:

1. Contact our customer support team via email within the specified timeframe, detailing the issue and providing supporting evidence.
2. Upon review, if the issue appears genuine and relates to manufacturing or shipping damage by Inaya, we will provide you with a coupon for use on Inaya's official website, excluding shipping charges.
3. The shipping charges incurred by the customer for the return will be decided in email exchanges and as the customer agrees.

## Refund Options

For eligible returns, we offer the following refund options:

- Genuine issues related to manufacturing or shipping damage by Inaya will be compensated with a coupon for use on Inaya's official website.
- Shipping charges for the return will be discussed on mail

## Exclusions and Limitations

Please be aware of the following exclusions and limitations:

- Returns without the original tag attached will not be accepted.
- Intentional damage to the product or attempts to make fraudulent return requests will not be entertained.

## Important Note

We recommend using a secure and traceable shipping method when returning items to Inaya. Upon receiving the returned item and determining the legitimacy of the issue, we will proceed with the appropriate compensation as outlined above.