

Returns and Exchange Policy

The below policy applies to purchases made through the official website.

1. ELIGIBILITY FOR RETURNS AND EXCHANGES

- **TIMEFRAME** - Items must be returned or exchanged within 10 days from receiving your order.
- **CONDITION** - The item must be unused, unworn, and in its original condition with tags attached.
- **PROOF OF PURCHASE**: A valid order number or receipt is required.

NOTE: All returns are processed as store credit only. No refunds will be issued.

2. EXCHANGE PROCESS

To exchange an item:

1. **CONTACT US**: Email us at contact@murupp.com with your order number and reason for exchange.
2. **RETURN THE ITEM**: Send the item back in its original condition. You will be responsible for return shipping.
3. **EXCHANGE SHIPMENT**: After the return is received at our warehouse, it will undergo quality inspection and upon approval we will process your exchange. If the requested size/color is unavailable, we'll offer an alternative or store credit. Store credits are valid up to 6 months from the date of issue and cannot be extended.

3. DAMAGED OR DEFECTIVE ITEMS

If you receive a damaged or defective item, please contact us immediately at contact@murupp.com with your order number and photos of the item along with the tag attached. We'll process an exchange or offer a suitable resolution.

4. EXCLUSIONS

- Sale or discounted items
- Custom or personalized products
- Underwear, swimwear, or intimate items (unless faulty)

5. ADDITIONAL NOTES

- Orders placed using store credits can not be returned or exchanged.
- We do not accept returns or exchange on international orders.
- For processing timelines please refer to our **Shipping & Delivery** policy.

If you have any questions, please feel free to reach out to our team at contact@murupp.com