

Return Policy

Last Updated: January 2025

Thank you for shopping with us. We want you to be completely satisfied with your purchase. If you're not happy with your order, we're here to help.

30-Day Return Window

You have **30 days** from the delivery date to return most items for a full refund or exchange. The return window begins on the day your order is delivered, as confirmed by carrier tracking.

Eligibility Requirements

To be eligible for a return, items must meet the following conditions:

- **Unused and unopened:** Items must be in their original packaging with all tags, labels, and seals intact
- **Resalable condition:** Products must not show signs of wear, use, or damage
- **Proof of purchase:** A valid order confirmation or receipt is required

Non-Returnable Items

The following items cannot be returned due to hygiene, safety, or legal reasons:

- Perishable goods (food, beverages)
- Personal care items (cosmetics, skincare products) once opened
- Gift cards and digital downloads
- Custom-made or personalized items
- Items marked as final sale

Return Process

Step 1: Initiate Your Return

1. Log into your account at our website
2. Go to **My Orders** and select the order you wish to return
3. Click **Request Return** and select the item(s) and reason for return
4. You will receive a Return Authorization (RA) number and prepaid shipping label via email within 24 hours

Step 2: Package Your Item

1. Securely pack the item in its original packaging when possible
2. Include the packing slip or a note with your order number and RA number
3. Attach the prepaid shipping label to the outside of the package
4. Remove or cross out any old shipping labels

Step 3: Ship Your Return

1. Drop off your package at any UPS or FedEx location
2. Keep your tracking number for reference
3. Returns typically take 5-7 business days to reach our warehouse

Step 4: Receive Your Refund

1. Once we receive and inspect your return (within 3-5 business days), we will process your refund
2. Refunds are issued to the original payment method within 5-10 business days
3. You will receive an email confirmation when your refund has been processed

Refund Methods

- **Credit/Debit cards:** Refunds appear in 5-10 business days depending on your bank
- **PayPal:** Refunds typically appear within 24-48 hours
- **Store credit:** Instant credit to your account for exchanges or if requested

Exchanges

Need a different size or color? Request an exchange through the return portal. If the replacement item is of higher value, you will be charged the difference. If it's of lower value, we will refund the difference to your original payment method.

Damaged or Defective Items

If you received a damaged or defective item, please contact our support team within 48 hours of delivery. We will arrange for a replacement or full refund at no additional cost. Photos of the damage may be required.

Questions?

Contact our Customer Support team:

- **Email:** returns@company.com
- **Phone:** 1-800-555-0123 (Mon-Fri, 9am-6pm EST)
- **Live Chat:** Available on our website