

# Refund and Returns Policy

Our refund and returns policy lasts 5 days from delivery. If 5 days have passed since your purchase, we can't offer you a full refund or exchange. You will know in 5 days if the product is working for you, We allow only 5 days so we can exchange for a full refund versus a partial refund

To be eligible for a return, your item must be used only for 5 days and in the same condition that you received it. It must also be in the original packaging. This makes it easier to refund the purchase price.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back without first sending an email that a return is needed. No product can be returned without first clearing it through email.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or a part of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 to 7 business days.

## **Late or missing refunds**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [evewatts17@gmail.com](mailto:evewatts17@gmail.com). We want to be prompt in you receiving your refund or partial refund.

You may return any unopened and undamaged products with an email approval during the five (5) days after receiving your order, for a full refund.

Opened products are also eligible for a full refund during this five (5) day period, but all opened products must be returned at the customer's expense prior to the refund being processed. After five (5) days all product sales are considered final. The company reserves the right to refuse return on products at any time.

You may return any unopened and undamaged products with an email approval during the five (5) days after receiving your order, for a full refund.

Opened products are also eligible for a full refund during this five (5) day period, but all opened products must be returned at the customer's expense prior to the refund being processed. After five (5) days all product sales are considered final. The company reserves the right to refuse return on products at any time.

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [evewatts17@gmail.com](mailto:evewatts17@gmail.com) and send your item to: 2827 W. Palmetto St. Florence SC 29501

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.

## **Shipping Returns**

To return your product, you should mail your product to: 2827 W. Palmetto St. Florence SC 29501

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are returning more expensive items, you may consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

## **Need help?**

Contact us at [evewatts17@gmail.com](mailto:evewatts17@gmail.com) generally related to refunds and returns.