

# RETURNS POLICY

We hope you are delighted with your purchase, however if for any reason you wish to return your purchase please see below our returns/refunds and exchange policy for items purchased directly from InspireAll.

If any retail product is found to be **faulty**, on proof of purchase and after inspection, we will exchange the item or provide a full refund. This does not affect your statutory rights.

**If you are not 100% satisfied** with your purchase, you can **return the product and receive a refund** or arrange **an exchange** for an item of the same value. Items must be returned or exchange within **14 days** of purchase to be eligible for a refund.

**Please do not** send your purchase back to the manufacturer. Items can only be returned to the centre that they were purchased from.

## **TO BE ELIGIBLE FOR A RETURN, ITEMS MUST BE:**

- Unwashed, unworn, unused, and in original condition
- In the original packaging
- Accompanied by proof of purchase (e.g., receipt or order confirmation)

## **Non-Returnable Items**

Some items are exempt from being returned, including:

- Perishable goods (e.g., food or flowers)
- Spa retail products
- Sale or clearance items (if marked as final sale)
- Gift cards

## **Refunds**

Once your return is received and inspected, we will notify you of the approval or rejection of your refund.

If approved, a refund will be processed to your original payment method (for card transactions, please allow up to 7-10 business days for the refund to be processed).