



## Return & Refund Policy

### Risk Free 14-Day Money Back Guarantee



- a. If the customer receives incorrect, defective, or damaged product(s), the customer has a right to submit a return request for a full refund. Customers have fourteen (14) calendar days after the date of delivery of the order to submit a return request for an incorrect, defective, or damaged product. The customer must provide documentary evidence to support specific claims raised in the return request within five (5) calendar days of initiating the return request. If the customer fails to do so, Legit Halloween can reject refund of the portion(s) of the return request pertaining to the unsupported claims. The information provided by the customer in the return request must be relevant, accurate, descriptive and presented in a professional manner.
- b. An order is not eligible for return or a refund if the product(s) received by the customer match the ordered product(s) and such product(s) are not damaged or defective.
- c. If a customer's order is not fulfilled and shipped by Legit Halloween within seven (7) calendar days of the date the order was placed, the customer has the right to request and receive a refund.
- d. Customers may cancel an order at any time before the order is fulfilled, except in cases where the order is already in processing. Fulfillment occurs, and order has shipped when Legit Halloween has provided the customer a tracking number for the order.
- e. Shipping options include Express Shipping or Standard, promotional no-cost shipping. Express Shipping is available by request for some products, but not guaranteed. The customer agrees to pay for any additional cost associated with Express shipping. An estimated delivery time for Standard, or promotional no-cost shipping to the United States or Canada is approximately fourteen (14) calendar days but can range anywhere from eleven (11) to twenty (20) calendar days. An estimated delivery time for Standard, or promotional no-cost shipping to the rest of the world is approximately twenty-four (24) calendar days but can range anywhere from fifteen (15) to forty-five (45) calendar days. Processing time ranges from one (1) to seven (7) days prior to shipment. Typically, an exact delivery date will become available once the order is fulfilled and the tracking number is updated by the shipping carrier.
- f. The customer will receive a tracking number once their order has been processed and shipped. If the order exceeds the estimated delivery time, or updated delivery time resulting from one or more special event(s) or circumstances, then the customer has the right to request and receive a refund. In this context, delivery time is calculated from the date the order is fulfilled and shipped until the date the order is delivered.
- g. Please make sure your shipping address is correct and in English. Legit Halloween is not liable for any order that cannot be delivered due to the fault of the customer (e.g., an incorrect shipping address was provided, customer failed to accept the delivery, the order was not picked up by customer from the post office, etc.) In such a case, Legit Halloween will receive the full payment associated with the order and will not be required to re-ship the order.
- h. Questions about this Return & Refund Policy may be sent to [LegitHalloween@gmail.com](mailto:LegitHalloween@gmail.com).