

Effective Date: April 22, 2024

# Exchange and Refund

## Customer Satisfaction Guarantee:

At Inspired Grabs, your satisfaction is our priority. We stand behind every purchase of yours with confidence. If our products don't meet your expectations, our exchange and refund policy are here to address any concerns. We aim to provide alternative solutions before refunding, prioritizing a mutually beneficial resolution. If you opt for a refund after declining the proposed alternatives, we'll expedite the process upon inspecting and approving your return. Your peace of mind while shopping with us is paramount.

## Exchange & Refund and the 30-Day Policy:

We happily accept exchanges and returns for defective products, covering 100% of your return shipping costs. Please note that a 15% restocking fee for each returned item will be deducted from your refund. You have a 30-day window from receipt of your items to request an exchange or return. Unfortunately, we're only able to accept requests within these 30 days. Your item must remain in its original condition, unworn or unused, with tags and accessories intact (if applicable) and in its original packaging to be eligible for an exchange or return.

## Damages and Issues:

Upon delivery, please inspect your order for any defects or damages caused by the carrier or if you received an incorrect item. In the event of package damage, kindly photograph the affected items and provide a detailed description of the damages.

## Exceptions/Non-returnable Items:

You cannot return particular items, such as perishable goods (food, flowers, and plants), custom products (special orders and personalized items), personal care items (all beauty, health, and care products), e-gift cards (all denominations), and all pet products. We also do not accept returns for hazardous materials, flammable liquids, or gases.

Additionally, we cannot accommodate returns for individual items purchased as a bundled package. However, we are committed to ensuring your satisfaction and are pleased to offer exchanges for these products at the same price point or below.

## Delivery Issues:

If tracking confirms delivery but you can't find the package at your provided address, we regret that we cannot issue refunds or resend the items. Theft may occur in unsecured delivery areas, such as public building entrances, lobbies, mailrooms, etc. While we

understand your frustration, such circumstances are beyond our control and not our responsibility. You will bear the entire loss in cases of stolen or lost packages.

## **Free Exchanges:**

Return the items to obtain your desired items swiftly. Once we accept the returns, please purchase the new items separately.

## **Refunds:**

Upon receiving and inspecting your returns, we will notify you whether we have approved your refund. If approved, the adjusted refund will be issued to your original payment method within ten business days. Please note that it may take some time for your bank or credit card company to process and post the refund. Should more than 15 business days pass since the approval of your return, feel free to contact us for further assistance.

## **Policy Revisions**

Our exchange and refund policy, a crucial aspect of our operations, is subject to updating as necessary. We believe in keeping you informed and involved in these updates.

Transactions conducted before the effective date of the new policy update follow the rules outlined in the old policy (Please [download](#) and save a copy of this effective policy now for your reference in case of an exchange or refund). Conversely, transactions occurring on or after the effective date are bound by this updated policy's terms.

If you refuse the above-recommended download, the new policy will be applied to all transactions, even if the transactions occurred before the update, unless you can provide us with a copy of the old policy for verification purposes.

We strongly advise our customers, regardless of the account or non-account holder status, to retain the downloaded copy of this current policy for future reference in case of an exchange or refund. This proactive step will ensure you are well-prepared and fully informed about our policies, enhancing your overall experience with us and giving you a sense of security.