## **REFUND POLICY**

#### RETURNS

You may return your Give-A-Care item(s) within 30 days following the date of purchase. If 30 days have gone by since your purchase, we unfortunately cannot offer you a refund or exchange.

To be eligible for a return, your item(s) must be unused and in the same condition that you received them. They must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, candy, or tea cannot be returned. We also do not accept returns on personal care items.

Only regular priced items may be refunded—sale items cannot be refunded.

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

To return your product, please send an email to <a href="mailto:hello@giveacare.ca">hello@giveacare.ca</a> and mail it to: 215 Spadina Avenue, Suite 570, Toronto, Ontario, Canada, M5T 2C7.

Please do not send your purchase back to the manufacturer.

### **REFUNDS**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item(s). We will also notify you of the approval or rejection 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 a certain amount of days.

Please note that shipping charges will not be refunded.

# LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, as 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 have done all of this and you still have not received your refund yet, please contact us at hello@giveacare.ca

### **EXCHANGES**

We will only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at <a href="hello@giveacare.ca">hello@giveacare.ca</a> and ship your item to: 215 Spadina Avenue, Suite 570, Toronto, Ontario, Canada, M5T 2C7.

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 shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

.