

## **Standard Returns Policy**

We want you to be happy with your purchase. If the products you receive are damaged, have a defect or are not what you ordered, you can return the product to us and we will either replace it, or credit your account, subject to the below terms. This Policy applies to products bought from Women of Reverence itself.

This Policy forms part of the Women of Reverence Terms and Conditions, and so words defined in the Terms and Conditions have the same meaning in this Policy, unless the context indicates otherwise. Nothing in this Policy is intended to limit your statutory rights in any way.

### **Preparing your products for a return**

To ensure your request is processed as quickly as possible you are responsible for the following when returning your products;

- package your products safely and securely for protection during transit;
- clearly mark your return reference number on the outside of the parcel; and
- include all accessories and parts that were sold with the product.

Failure to adhere to any of these requirements could delay the processing of your request or result in its decline altogether.

### **Logging a product for return**

You can log a product return on the Website via our contact us page, and we will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice replace the product (if we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference). If the replacement takes longer than 21 days, we will get in touch with you to see if you would rather receive a credit / refund.

#### **1. Not what you ordered**

If we accidentally deliver the wrong product to you, or if the product is not as described on the Website, please notify us and we will collect the product from you at no charge. If the product is missing any accessories or parts, you will need to follow the process set out above: logging a product for return. Once we have inspected the product and validated your return, we will at your choice deliver the correct product to you as soon as possible (if the correct product is available); or credit your account with the purchase price of the product within 15 days of the return (or refund you if that is your preference).

#### **2. Products damaged on delivery**

Should a product be damaged or missing any parts or accessories at the time of delivery / collection, please notify us within 7 days of such delivery / collection by logging a return on the Website.

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will at your choice replace the product as soon as possible (if we have the same product in stock to use as a replacement) or credit your account with the purchase price of the product (or refund you if that is your preference).

#### **3. Defective products**

We do our best to ensure that the products we deliver to you are of a high quality, and in good working order and without defects.

What is a defect? A defect is a material imperfection in the manufacture of a product or any characteristic of a product, which makes the product less acceptable than one would reasonably be entitled to expect in the circumstances.

The following will NOT be regarded as defects and will not entitle you to a return under this section

- faults resulting from normal wear and tear;
- damage arising from negligence, user abuse or incorrect usage of the product;
- damage arising from electrical surges or sea air corrosion;
- damage arising from a failure to adequately care for the product;
- damage arising from unauthorized alterations to the product;
- where the specifications of a product, although accurately described on the Website and generally fit for its intended purpose, do not suit you.