

# Returns & Refund Policy

## 1. Eligibility for Returns

- You have **14 days** from the date of delivery to return your item.
- Items must be **unused, unopened, and in their original packaging**.
- Custom or mixed resin products are **non-refundable** unless faulty.

## 2. How to Return

- Contact us at **[insert email address]** before returning any item.
- Include your order number and reason for return.
- Return shipping costs are your responsibility unless the item is faulty.

## 3. Refunds

- Once we receive and inspect your returned item, we will notify you of approval or rejection.
- Approved refunds will be processed to your original payment method within **7 working days**.

## 4. Faulty or Damaged Items

- If your item arrives damaged or defective, contact us within **48 hours** of delivery.
- We may request photos of the damage for verification.
- A replacement or full refund will be issued at no extra cost.

## 5. Exceptions

- We cannot accept returns for:
  - Opened resin containers.
  - Products damaged due to misuse or improper storage.