

Refunds and Returns Policy for emini.store

Last Updated: December 18, 2023

Thank you for shopping at emini.store. We appreciate your trust in our products. Please read this policy carefully to understand your rights and responsibilities regarding returns and refunds.

1. Return Eligibility:

- a. We accept returns within 30 days from the date of purchase.
- b. To be eligible for a return, the item must be unused, in its original condition, and in the original packaging.

2. Initiating a Return:

- a. To initiate a return, please go to the Returns page on our website, or contact our customer support team at emini.contact@gmail.com with your order number and a brief reason for the return.
- b. Our customer support team will guide you through the return process and provide you with a return authorization.

3. Shipping the Return:

- a. You will be responsible for paying the shipping costs for returning the item unless the return is due to our error (e.g., wrong item shipped).
- b. Shipping costs are non-refundable.

4. Refund Process:

- a. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.
- b. Refunds will be issued to the original payment method used during the purchase.
- c. Please allow up to 10 business days for the refund to reflect in your account.

5. Refund Exceptions:

a. Some items are non-refundable and non-exchangeable, including gift cards and downloadable software.

6. Damaged or Defective Items:

a. If you receive a damaged or defective item, please contact us within 7 days of receiving the product.

b. We may request additional information or photographic evidence to process your claim.

7. Exchanges:

a. If you need to exchange an item for a different size or color, please contact our customer support team.

b. Exchanges are subject to product availability.

8. Contact Information:

a. For any questions regarding our Refunds and Returns Policy, you can reach us at emini.contact@gmail.com.

9. Fair Usage Policy:

a. We reserve the right to refuse returns from customers with excessive return history.

b. This policy is designed to be fair to all customers, and we appreciate your understanding.

10. Changes to the Policy:

a. We may update our Refunds and Returns Policy from time to time.

b. Any changes will be posted on this page, and the effective date will be updated accordingly.

By shopping at emini.store, you agree to and accept the terms of this Refunds and Returns Policy. If you have any concerns or need further assistance, please do not hesitate to contact us.

Thank you for choosing EMINI!