

## **SEBON AERON SOAP**

### ***Refund policy***

#### ***Returns***

Our policy expires after 14 days. If 14 days have passed since your purchase, we will be unable offer you a refund, or exchange.

#### ***Eligibility***

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, we require proof of purchase. There are certain situations where only partial refunds are granted (if applicable). Any item not in its original condition, damaged, or missing parts for reasons through no fault of Sebon Aeron. Any item that is returned more than 14 days after delivery.

#### ***Refunds (if applicable)***

Once your return is received (within the required timeframe) and inspected, we will send you confirmation that we have received your returned item. We will also notify you of the approval, or rejection, of your refund.

If approved, your refund will be processed, and a credit will be applied within a certain amount of days to your credit card, or your original method of payment.

#### ***Late, or missing refunds (if applicable)***

If you are eligible and have not received a refund, please check your bank account/credit card again. It may take some time before your refund is officially posted.

If you have checked and still have not received your refund, please contact us at [contact@sebonaeronsoap.com](mailto:contact@sebonaeronsoap.com)

#### ***Sale items (if applicable)***

Only regular priced items may be refunded, unfortunately, sale items are not refundable.

#### ***Exchanges (if applicable)***

We only replace items if they are defective, or damaged. If you need to exchange any product for the same item, please send us an email at [contact@sebonaeronsoap.com](mailto:contact@sebonaeronsoap.com) and send your item (in its original packaging) within 14 days to: *Sebon Aeron Soap, St Mary Mead, Aeron Court, Tal-sarn, Nr Lampeter, SA48 8QT, United Kingdom.*

#### ***Shipping***

Products should be returned to: *Sebon Aeron Soap, St Mary Mead, Aeron Court, Tal-sarn, Nr Lampeter, SA48 8QT United Kingdom*

You will be responsible for paying for your own shipping costs for any return. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on your location, the time it may take for your exchanged product to reach you, may vary. If you are shipping products over the value of £50.00, you should consider using a track-able shipping service, or purchasing shipping insurance. We do not guarantee that we will receive your returned item.