

## Return Policy for AverageLAD

At AverageLAD, we strive to provide an exceptional shopping experience. If you're not completely satisfied with your purchase, we're here to help! Please review our return policy below for full details.

### 1. Eligibility for Returns

- **Return Period:** Items can be returned within 14 days from the date of delivery.
- **Condition of Items:** To qualify for a return, items must be unused, in their original condition, and include all original packaging, tags, and accessories.
- **Non-Returnable Items:** Certain products, such as personalised items, perishable goods, or final sale items, cannot be returned.

### 2. Return Process

1. **Initiate Return:** Contact our customer service team at [info@averagelad.com](mailto:info@averagelad.com)
2. **Approval:** Once your request is approved, you will receive a return authorisation and detailed instructions.
3. **Return Shipping:** Securely pack the item, include the return form, and ship the package to the address provided. Customers are responsible for return shipping costs unless the item was defective or the wrong product was sent.

### 3. Refunds

- **Processing Time:** Refunds will be processed within 7 business days of receiving the returned item. The refund will be issued to your original payment method.
- **Partial Refunds:** Items returned that show signs of use or damage may be eligible for a partial refund, at the discretion of our quality control team.

### 4. Exchanges

If you would like to exchange an item, please follow the return process to return your item and place a new order for the desired item.

### 5. Damaged or Incorrect Items

If you receive an item that is damaged or not as described, please contact our customer service team within 7 days of receiving the product. We will provide a prepaid shipping label and issue a replacement or full refund.

### 6. Customer Support

For any questions or further assistance with returns, please contact us [Info@AverageLAD.com](mailto:Info@AverageLAD.com)

Our support team will aim to reply within 24hrs to assist you.

Thank you for shopping with AverageLAD. We appreciate your business and are dedicated to ensuring your satisfaction!