

## **Refund and Return Policy**

Thank you for shopping with us at [getgriid.com](https://getgriid.com). We want you to be completely satisfied with your purchase. If, for any reason, you are not satisfied with your non-damaged product, you may be eligible for a refund or return. Please review the following policy:

### **1. Eligibility**

1.1 Timeframe: Our refund and return policy lasts for a period of 7 days from the date of delivery. If 7 days have passed since the delivery of your product, unfortunately, we cannot offer you a refund or return.

1.2 Condition of the Product: To be eligible for a refund or return, the product must be in its original condition, unused, and in the same packaging as when it was delivered. It should be free from any damage, stains, or signs of wear and tear.

### **2. Refund Process**

2.1 Initiation: To initiate a refund, please contact our customer support team within the 7-day timeframe. You can reach us via [contact information].

2.2 Return Authorization: Once your refund request is received, we will provide you with instructions on how to proceed. Please wait for confirmation and obtain a return authorization before sending the product back to us.

2.3 Return Shipping: You will be responsible for the shipping costs associated with the return of the product. Please ensure that the product is properly packaged and protected to prevent any damage during transit.

2.4 Inspection and Refund: Upon receiving the returned product, we will inspect it to ensure it meets the eligibility criteria mentioned above. If the product is approved, we will process the refund. The refund will be issued using the original payment method and may take a few business days to reflect in your account.

### **3. Return Process**

3.1 Initiation: To initiate a return, please contact our customer support team within the 7-day timeframe. You can reach us via [contact information].

3.2 Return Authorization: Once your return request is received, we will provide you with instructions on how to proceed. Please wait for confirmation and obtain a return authorization before sending the product back to us.

3.3 Return Shipping: You will be responsible for the shipping costs associated with the return of the product. Please ensure that the product is properly packaged and protected to prevent any damage during transit.

3.4 Inspection and Return: Upon receiving the returned product, we will inspect it to ensure it meets the eligibility criteria mentioned above. If the product is approved, we will process the return. You will have the option to receive a refund, store credit, or exchange for another product of equal value.

#### **4. Exclusions**

The following items are not eligible for return or refund unless they arrive damaged or defective:

- Perishable goods, such as food, flowers, or magazines
- Intimate or sanitary goods, such as underwear or personal care items
- Gift cards or downloadable software
- Customized or personalized items

#### **5. Contact Us**

If you have any questions or need assistance with your refund or return, please contact our customer support team via [contact information]. We will be happy to assist you.