

## **Katie Taylors & Co Refund Policy**

At Katie Taylors & Co, customer satisfaction is at the heart of what we do. If you are not fully satisfied with your purchase, we're here to help. Please review our refund policy below for details.

**Eligibility for Refunds** Refunds are available for unused and unopened products within 14 days of the purchase date. To qualify, items must be:

- In their original packaging.
- Accompanied by proof of purchase (receipt or order confirmation).

**Non-Refundable Items** For hygiene reasons, we are unable to offer refunds on products that have been opened or used.

**Requesting a Refund** To initiate a refund, please email [contact@katietaylors.co.uk](mailto:contact@katietaylors.co.uk) your order details and reason for the request. We may ask you to provide photos of the product(s) or return the item to us.

**Return Process** If a return is approved, you will receive instructions on how and where to send the item(s). Please note that shipping costs for returns are the responsibility of the customer unless the return is due to a mistake on our part (e.g., incorrect or damaged item).

**Refund Processing** Once we receive and inspect the returned item(s), we will notify you of the status of your refund. If approved, the refund will be processed to your original method of payment within 5-7 business days but may take up to 30 days to show on your credit card/PayPal account.

**Contact Us** For any questions or concerns about our refund policy, don't hesitate to get in touch at [contact@katietaylors.co.uk](mailto:contact@katietaylors.co.uk).