

Refund, Return and Exchange Policy

- Refund requests must be submitted within **48 hours** of purchase and before processing/work begins.
- **100% refund** is available if IN LIGHT cannot provide the purchased product/service or an incorrect order is reported within the eligible period.
- Refunds may be reduced by applicable **government, platform, or processing fees**.
- No refund will be provided for incorrect/misleading information, missing required documents, expired refund requests, or work already completed.
- Failed transactions should be verified with the bank/payment provider before requesting a refund.
- Approved refunds will be processed within **7 working days** through the original payment method.
- Service changes are allowed before work begins; any price difference will be adjusted accordingly.
- Delays or outcomes caused by government authorities, third parties, technical issues, natural disasters, or other circumstances beyond IN LIGHT's control are not eligible for refunds.
- To request a refund, contact IN LIGHT by **email, phone, or chat**. Our team will respond within **24 hours**.
- **INLIGHT** does not accept returns or exchanges once the material has been approved based on the sample.
- Returns will be accepted only for defective products, subject to verification and approval by our team. No returns or exchanges will be accepted for any other reason.