

Return and Refund Policy

At T-Aimers, we strive to ensure that our customers are completely satisfied with their purchases. However, if you need to return or exchange an item, please review our return and refund policy outlined below.

1. Returns

- **Eligibility:** Items can be returned within 14 days of receipt. To be eligible for a return, the item must be unused, in its original packaging, and in the same condition as when you received it.
- **Non-Returnable Items:** Certain items are non-returnable, including but not limited to:
 - Customized or personalized items
 - Gift cards
 - Digital downloads
- **Return Process:** To initiate a return, please contact our customer service team at email: theaimers.org@gmail.com with your order number and reason for the return. We will provide you with instructions on how to return the item.
- **Shipping Costs:** The customer is responsible for the shipping costs associated with returning items unless the return is due to an error on our part or a defective product.

2. Refunds

- **Processing Time:** Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your refund. Refunds will be processed within 7-10 business days of receipt of the returned item.
- **Refund Method:** Refunds will be issued to the original method of payment. If you paid by credit card, the refund will be credited to the same card. If you used a different payment method, we will issue the refund accordingly.
- **Partial Refunds:** In some cases, a partial refund may be granted if the item is not in its original condition, is damaged, or is missing parts.

3. Exchanges

- **Eligibility:** If you wish to exchange an item for a different size or color, please follow the return process and place a new order for the desired item. Exchanges are subject to availability.
- **Shipping Costs:** The customer is responsible for shipping costs associated with exchanging items.

4. Damaged or Defective Items

- **Report Issues:** If you receive a damaged or defective item, please contact our customer service team immediately at email: theaimers.org@gmail.com with your order number and a description of the issue. We will arrange for a replacement or refund as appropriate.

5. Contact Us

If you have any questions or concerns about our return and refund policy, please reach out to our customer service team:

- **Email:** theaimers.org@gmail.com
- **Phone:** 9793212145

