

The Dub Returns & Refunds Policy

Effective Date: January 1, 2025

At The Dub, customer satisfaction is our priority. If you're not completely happy with your purchase, we're here to help. This Returns & Refunds Policy outlines the conditions under which returns and refunds are accepted for orders placed on <https://thedubkc.com>.

1. Return Eligibility

To be eligible for a return, the item must be:

- Unused and in the same condition that you received it
- In the original packaging
- Returned within 30 days of the delivery date

Certain items such as perishable goods, personalized items, or clearance items may not be eligible for return.

2. How to Initiate a Return

To initiate a return, please contact us at hello@thedubkc.com with the following information:

- Your order number
- A description of the issue
- Photos, if applicable

Our team will review your request and provide return instructions if your item qualifies.

3. Return Shipping

- Customers are responsible for return shipping costs unless the return is due to an error on our part (e.g., wrong or defective item).
- We recommend using a trackable shipping service, as we cannot guarantee that we will receive your returned item.

4. Refunds

- Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 5–10 business days.

Shipping fees are non-refundable unless the return is due to our error.

5. Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item for the same one, contact us at hello@thedubkc.com.

6. Late or Missing Refunds

If you haven't received a refund yet:

- First check your bank account again.
- Then contact your credit card company (it may take some time before your refund is officially posted).
- Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund, please contact us at hello@thedubkc.com

7. Contact Us

If you have any questions about our Returns & Refunds Policy, please contact us:

The Dub

Email: hello@thedubkc.com

Website: <https://thedubkc.com>