



REFUND, RETURN, AND EXCHANGE POLICY

RETURN

Please note that we accept requests for return, repair, exchange, and refund in certain situations so long as they comply with this policy and our terms and conditions.

If the product supplied by us is defective or different from the one described at the time of purchase, you always have the right to return the product to us within 30 days of delivery and request for refund, repair or exchange. Products must be returned in the original condition, unused and with its original tags and labels if any. We will not accept returned products or request of refund for a defective product where: (i) the defect was caused by the customer mishandling the product, (ii) the product has been used or worn out and, (iii) the product is returned beyond the said 30-day period.

HOW DO I RETURN?

You certainly have the right to return back the product to us within 30 days from the date of delivery. Contact as soon as you discover the defect explaining the nature of the defect so that we can find the best way to help you and resolve the matter. If you have purchased our products online, our contact information is always contained in the order confirmation email or invoice. Pack the product in its original packaging if it came with it (and if the packaging is not damaged) or pack it properly in any packaging whatsoever and return it to the address indicated in your order details or invoice. If you send your product via post, please don't forget to obtain and keep your receipt.

When we receive your return, we will send you a return confirmation via your email address.

EXCHANGE OR REPAIR:

You also have the right to exchange a defective or wrongly described product with an identical product or you can request us to repair the defect. We will only exchange products of similar or lesser value including if necessary similar design, color, or pattern.

REFUND

If the product contains a manufacturing defect or if we delivered the wrong product, you have the right to obtain a full refund of the order amount. Please contact us as soon as you discover the defect so that we can find a way to help you. If your claim for a refund is eligible, we will refund you using the same payment method used when purchasing the product. Depending on the payment used to purchase the product, it may take some time for the refund money to show up in your account statement.

SHIPPING/RETURN COSTS

Please note that we do not refund shipping costs except if the fault was caused by us. In addition, please note that all claims for refund are subject to you providing sufficient information about the nature of the defect and our own assessment of the defect.

OUR DETAILS:

Balancing Elephants, Inc. (we, our and us) operates the website.

Balancing Elephants, Inc. is based in MN, United States, our registered address is:

9305 Albano Trail, Inver Grove Heights, MN 55077 USA Dakota County.

Our email address is stephanie@balancingelephants.com.