

February 2024

## 1. Returns and Refunds

At Outside Interests, we are committed to providing you with a positive shopping experience. If you are not entirely satisfied with your purchase, we're here to help.

## 2. Eligibility for Returns

To be eligible for a return, your item must be unused, in the same condition that you received it. Packaged items should be in the original packaging. Items that do not meet these criteria are not eligible for return.

## 3. Initiating a Return

Please follow these steps to initiate a return:

- Contact our customer service team at [admin@outsideinterests.co.uk](mailto:admin@outsideinterests.co.uk), within 3 working days of receiving your order.
- Provide your order number, a description of the item(s) you want to return, and the reason for the return.
- Our customer service team will guide you through the return process and provide you with the necessary instructions and a return authorization, if applicable.

## 4. Refund Process

Upon receiving your returned item, we will inspect it and notify you that we have received your returned item. We will process the refund within 7 days of receiving the returned item (s).

The refund will be issued to the original payment method used during the purchase. Please note that the time it takes for the refund to appear in your account may vary based on your payment provider.

## 6. Exchanges

If you would like to exchange an item for a different one, please initiate a return following the steps outlined above and place a new order for the item you want.

## 7. Damaged or Defective Items

If you receive a damaged or defective item, please contact our customer service team immediately. We will work with you to resolve the issue and provide instructions on how to proceed.

## 8. Changes to This Policy

We reserve the right to update or change our Refund/Return Policy at any time. Any changes will be effective immediately upon posting the revised policy on our website.

## Contact Information

For any questions or concerns regarding our Refund/Return Policy, please contact our customer service team at [admin@outsideinterests.co.uk](mailto:admin@outsideinterests.co.uk) Telephone No: 01243 553334

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