

## Refund/Return Policy

Effective Date: 01/01/2019

Thank you for shopping at [www.crossabegballymurnlgfc.com](http://www.crossabegballymurnlgfc.com). We want you to be completely satisfied with your purchase. If, for any reason, you are not entirely happy with your purchase, we offer a straightforward refund policy to ensure a hassle-free experience. Please read this policy carefully before making your purchase.

- Eligibility for Refund

### 1.1. Damaged or Defective Items

If the item you received is damaged, defective, or not as described, you are eligible for a full refund. Please contact our customer support team at [crossabegballymurnlgf2019@gmail.com](mailto:crossabegballymurnlgf2019@gmail.com) within 14 days of receiving the item to initiate the refund and return process.

- How to Initiate a Refund

To initiate a refund, please follow these steps:

### 2.1. Contact Customer Support

For damaged, defective, or incorrect items, contact our customer support team at [crossabegballymurnlgf2019@gmail.com](mailto:crossabegballymurnlgf2019@gmail.com) to inform them of the issue and request a return.

- Refund Processing

### 3.1. Damaged or Defective Items

Upon receipt of the returned item, our team will inspect it for damage or defects. If the claim is valid, we will process a full refund to your original payment method within 14 days.

### 3.2. Change of Mind

Once we receive the returned item and verify its condition, we will initiate the refund process. The refund amount will be credited to your original payment method within 7 business days after the item is received and inspected.

To ensure a smooth refund process, customers are responsible for the following:

- Providing accurate and complete information when contacting customer support.
- Ensuring that the returned item is securely packaged to prevent damage during transit.
- Covering the return shipping cost for change-of-mind returns.
- Contact Us

If you have any questions or need further assistance regarding our refund policy, please contact us at: [crossabegballymurnlgf2019@gmail.com](mailto:crossabegballymurnlgf2019@gmail.com)

By making a purchase on our website, you acknowledge and agree to the terms of this refund/return policy.

