



Return and Refund Policy

04.11.2024

Please read our Return and Refund Policy carefully, as it explains eligibility, procedures, and any limitations associated with returns and refunds.

1. Eligibility for Returns

1.1 Return Period

You may request a return within 14 days from the date of delivery. After this period, we are unable to accept returns.

1.2 Condition of Items

To be eligible for a return, items must be unused, in their original packaging, and in the same condition as when they were received.

1.3 Non-Returnable Items

Certain items are non-returnable, including:

- Customized or personalized products
- Opened or used sports equipment and accessories
- Body shapers and other personal care items
- Sale or clearance items

2. Return Process

2.1 Requesting a Return

To initiate a return, please contact our Customer Support team at support@coreactive.uk with your order number and reason for return. Our team will provide instructions on where to send the returned item, which may vary depending on the supplier's location.

2.2 Return Shipping Costs

The customer is responsible for all return shipping costs, unless the item received was defective, damaged, or incorrect. Please keep your return shipping receipt as proof in case there are any issues.

3. Refunds

3.1 Refund Process

Once we receive and inspect the returned item, you will be notified via email. If the return is approved, a refund will be issued to the original payment method. Please allow 7 business days for the refund to appear on your statement.

3.2 Original Shipping Fees

Original shipping fees are non-refundable, except in cases where the return is due to our error (e.g., wrong or defective item sent).

3.3 Partial Refunds

In certain circumstances, only a partial refund may be granted, including items with visible signs of use, items missing parts, or returns that are received after the specified return period.

4. Damaged or Defective Items

If you receive an item that is damaged, defective, or incorrect, please contact us within 2 days of receipt. We will work with you to arrange a replacement or refund, depending on the item and availability. In such cases, we cover return shipping costs and any associated fees.

5. Exchanges

We do not offer direct exchanges. If you would like a different item, please return the original item per this policy and place a new order.

6. Customs and Duties for International Returns

For international orders, the customer is responsible for any customs duties or taxes associated with the return shipment.

7. Contact Us

If you have any questions about our Return and Refund Policy, please reach out to us at support@coreactive.uk