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## **Turn 6 Returns Policy**

### **Returns Statement**

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return/refund. To be eligible for a return/refund, your item must be in the same condition that you received it, unopened and in its original packaging. You'll also need the receipt or proof of purchase. To start a return, you can contact us at [hello@turn6.uk](mailto:hello@turn6.uk).

### **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

### **Refunds**

We will notify you once we've received your request, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too. If more than 15 business days have passed since we've approved your return, please contact us at [hello@turn6.uk](mailto:hello@turn6.uk).

### **Complaints Handling Policy**

We sincerely hope that you never have cause to complain about our service or products. However, if you do, please call or email us. We will try to acknowledge your complaint within 1 working day, and say how we propose to resolve it within 5 working days.