



Email: hello@braycured.com

Bray Cured Returns Policy

Refunds

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, undamaged and 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@braycured.com. If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

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.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. We aim to do this in 7 days from inspecting the return. Please remember it can take some time for your bank or credit card company to process and post the refund too.

Costs

For the return of unwanted items, we charge shipping from us to you and back again. This will be deducted from refunds.

Cancellations

If you change your mind about an order, please let us know as soon as possible as it might be possible for us to cancel your order and refund you in full if we have not already made the order.

Complaints

In the unlikely event that you wish to make a complaint, please feel free to contact us by emailing hello@braycured.com. We will aim to respond to your complaint within 3 working days. Please note that during our peak times (Christmas, Easter and Eid) our response times may vary.