

# FAQs



## HOW DO I MAKE A REFUND OR EXCHANGE REQUEST?

We understand it can be difficult buying items online without seeing them first and we want you to buy with complete confidence! If you are not entirely happy with your linen you may send it back to us within 7 days of receipt and we will refund you the full cost of your linen minus any shipping charges. Alternatively, you may exchange it for another colour/option.

Linen must be returned in the same condition (unused & unwashed) it was sent out to you. We reserve the right to refuse a refund if the item is not returned in re-saleable condition.

Please especially ensure pets and pet hair do not come into contact with the product and that it is kept in a smoke-free environment while it is in your care. We reserve the right to withhold the cost of a dry-clean service if we find the linen is not in re-saleable condition and requires cleaning.

Please email us on [care@iraira.co.nz](mailto:care@iraira.co.nz) before initiating a refund or exchange.

Our team will be in touch within 2 working days of your parcel being received back.

## HOW TO REQUEST A REPLACEMENT OR REFUND?

We apologise for the inconvenience caused and regret to see you replacing or returning the product. Email us on [care@iraira.co.nz](mailto:care@iraira.co.nz) with the subject “Request for replacement/refund.”

Please explain your reason for replacing the product and our customer support team will contact you within 24-48 hours. Further instructions and guidance will be provided based on your case. If the request qualifies our requirements, we offer replacements for the item or a full refund minus any shipping fee.

## WHAT IF YOU RECEIVED A FAULTY PRODUCT?

While we ensure, every care is taken while packing your order, in case of a faulty product e.g., the wrong colour or size than what you’ve ordered, broken stitches, faulty or open packaging, etc. In this case, you can request a full refund in the form of store credit, including the shipping and delivery fee, or ask for a replacement.

### Order Cancellation

If you are unsure about your order, you can cancel it within 2 hours of placing the order through sending us an email at [care@iraira.co.nz](mailto:care@iraira.co.nz)

