

RETURNS & EXCHANGES

We want you to love your Duet. If something's not right, here's what to do:

Change of mind:

If you ordered the wrong colour or simply changed your mind, you can return unused items in their original packaging within 14 days of delivery for a full refund (excluding shipping costs).

Faulty or damaged items:

If your Duet arrives damaged or develops a fault, we'll replace it free of charge or offer a refund. Please contact us within 14 days of receiving your order and include photos of the issue.

How to return:

1. Email us at [info@nudgeinnovations.com] with your order number and reason for return.
2. We'll guide you through the return process and provide the return address.
3. Once we've received and inspected the returned item, we'll issue your refund or exchange.

Please note:

- Customers are responsible for return shipping unless the item is faulty.
- Refunds are processed to the original payment method within 5–10 business days.
- We cannot accept returns on used items unless they are faulty.

If you have any questions, our team is here to help:
[info@nudgeinnovations.com].

Thank you for supporting reuse and helping us end throwaway culture—one Duet at a time.

International Returns Policy

We want you to be completely happy with your Duet. If you're outside the UK and something isn't right, here's what you need to know.

✔ Change of Mind or Unwanted Item

If you've changed your mind, you can return your unused Duet within **14 days** of delivery for a refund of the product price.

- Items must be **unused, undamaged**, and returned in the **original packaging**.
- Customers are responsible for **return shipping costs** and any **customs fees** or **import duties** incurred on return.
- Shipping costs paid at checkout (**£10**) are **non-refundable**.

⚠ Important Notes on International Returns

- **Clearly mark your parcel as "Returned Goods"** to avoid import duties on re-entry to the UK. If duties are charged on a returned parcel, we may need to deduct these from your refund.
- Use a **tracked service**—we cannot accept liability for items lost in transit.
- We don't offer exchanges for international orders at this time—please reorder the correct item once your refund is processed.

🔧 Faulty or Damaged Items

If your Duet arrives damaged or develops a fault, we'll make it right.

- Email **[info@nudgeinnovations.com]** within **14 days** of delivery, including:
 - Your order number
 - Photos showing the fault or damage
- We'll offer a **replacement** or **full refund**, including your original shipping cost if the fault is confirmed.

🔄 How to Return

1. Contact us at **[info@nudgeinnovations.com]** to request a return and receive instructions.

2. Package your Duet securely and send it to the return address we provide.
3. Once received and inspected, your refund will be processed to the original payment method within **5-10 business days**.

! Returns We Can't Accept

- Used items (unless faulty)
- Items returned more than 14 days after delivery
- Returns without prior contact

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