

RETURNS & EXCHANGES

We want you to love your Duet. If something's not right, we'll do our best to make it right.

Change of mind

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

To qualify for a refund, items must be:

- Unused and in a resaleable condition
- Returned in the original packaging with all parts included
- Accompanied by proof of purchase or your order number

Faulty or damaged items

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

We may request that faulty items be returned for inspection or safe disposal.

How to return

1. Email info@nudgeinnovations.com with your order number and reason for return.
2. We'll guide you through the process and provide the correct return address.
3. Once we've received and inspected the returned item, your refund or replacement will be processed.

Please note:

- Customers are responsible for return shipping unless the item is faulty or damaged.
- Refunds are issued to the original payment method within **5–10 business days** after we receive the returned item.
- We cannot accept returns on used or personalised items unless they are faulty.
- This policy does not affect your **statutory rights** under UK consumer law.

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

We want every customer to be happy with their Duet. If you're outside the UK and something isn't right, here's what to do.

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.

Please note:

- Items must be unused, undamaged, and in their original packaging.
- Customers are responsible for international return shipping and any customs or import fees incurred.
- Any UK shipping charge paid at checkout when purchasing Duet is non-refundable.
- Refunds are processed within **5–10 business days** of receiving the returned item.

Important notes for international returns

- Clearly mark your parcel as "**Returned Goods**" to avoid import duties on re-entry to the UK. If duties are charged, these may be deducted from your refund.
- Always use a **tracked shipping service**. We cannot accept responsibility for items lost in transit.
- We are unable to offer direct exchanges for international orders. Please place a new order once your refund has been processed.

Faulty or damaged items

If your Duet arrives damaged or develops a fault, please contact us at **info@nudgeinnovations.com** within **14 days of delivery**, including your order number and clear photos of the issue.

- If the fault is confirmed, we will offer a replacement or a full refund, including your original shipping cost.
- For some locations, we may provide a local return option to reduce your postage costs.

How to return

1. Contact 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 within **5–10 business days**.

We cannot accept:

- Used or damaged items (unless faulty)
- Items returned after 14 days from delivery
- Returns sent without prior contact

Thank you for helping us build a world where reuse comes first.

Additional Information

- For purchases made through retail partners, or other authorised distributors, please contact the seller directly as their return policy may differ.
 - Nudge Innovations reserves the right to refuse returns that do not meet the conditions above or show signs of use beyond what is necessary to inspect the product.
 - If your order was a gift, refunds will be issued to the original purchaser.
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