



Returns Policy

INTRODUCTION

This returns policy covers purchases made from the “Our Store” section of www.thisisoursound.co.uk (“Our Website”). Our website is operated by This Is Our Sound LTD. This Is Our Sound LTD is registered in England and Wales, Company Number: 13021836

HOW TO CONTACT US

To return a product or discuss our returns policy, please use either our live chat function (which can be found on our store pages) or email us at tios@ravemail.com

POLICY APPLICATION AND EXEMPTIONS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Downloadable products (digital media) are exempt and cannot be returned.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where partial or no refunds are granted: (if applicable)

- * Physical products with obvious signs of use.
- * Physical products that have been opened.
- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is digital media. Whether sold separately or with a physical product (in this case the cost of the digital media may be deducted from the refund).

REFUNDS (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If your refund is approved, then your refund (minus any shipping costs) will be processed, and a credit will automatically be applied to your original method of payment, within 30 days.

LATE OR MISSING REFUNDS (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company or payment provider, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at tios@ravemail.com.

SALE ITEMS (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

EXCHANGES (if applicable)

We only exchange items if they are defective or damaged when you receive them. If you need to exchange it for the same item, contact us immediately and we will give you instructions on what to do.

SHIPPING

To return your product, you should send us an email at tios@ravemail.com for details on where to send the item.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

You should consider using a tracked shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.