

LUNAG LTD RETURNS POLICY

If you're looking to return or exchange your order for whatever reason, we're here to help! We offer free returns or exchanges within 30 days of receiving your order. You can return your product for store credit, a different product, or a refund to the original payment method.

Please note the following exceptions to our return and exchange policy:
Below are some examples of common exceptions.

- Discounted items are final and cannot be returned or exchanged
- Returned items must have tags still on and be returned in original packaging
- Returned items must have no visible signs of wear or use

To initiate a return or exchange, please complete the following steps:

1. Email support@lunag.co.uk with your Order ID and reason for return
2. Choose the products you wish to return or exchange from your order
3. Print your prepaid shipping label that you will receive by email
4. Send all items back to us using the label provided

Once items have been returned to us, we will check they are in a resellable condition before returning your funds. This may take 5 - 10 working days from receipt to us. If the item upon receipt is not in a resealable condition, no funds will be transferred to your account and you will receive an email on a case by case basis in regard to why your refund could not be granted.

Additional Information:

Returns or exchanges are completely free of charge. You will not be charged for the postage of any returned or exchanged items. If you have any questions or queries related to the return or exchange of any item email us at support@lunag.co.uk.