

## Returns and Refunds Policy

Thank you for shopping at Aurora Hope.

If you are not entirely satisfied with your purchase, we're here to help.

Our products can be returned within 3 days of the original purchase of the product. A new product may be exchanged for another product or returned for a refund.

To be eligible for a return, please make sure that:

- The product was purchased in the last 3 days

- The product is in its original packaging

- The product isn't used or damaged

- You have the receipt or proof of purchase

- You obtained a Return Merchandise Number (RMN) from us

Products that do not meet these criteria will not be considered for return.

To obtain a Return Merchandise Number (RMN), contact us:

- By email: [dawn@aurorahope.net](mailto:dawn@aurorahope.net)

Send the product with its original packing and the receipt or proof of purchase and the RMN number, along with a note indicating whether you want to exchange the product (and if so, what other product you want to order) or a refund, to:

The Paddocks Kimblewick Rd Gt Kimble Bucks HP17 8TD UK

### Shipping charges

Shipping charges incurred in connection with the return of a product are refundable.

### Damaged items

If you received a damaged product, please notify us immediately for assistance.

### Sale items

Unfortunately, sale items cannot be refunded. Only regular price items can be refunded.

### Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: [dawn@aurorahope.net](mailto:dawn@aurorahope.net)