

LUAll Return & Refund Policy

At LUAll, we want you to be completely satisfied with your purchase. If you are not happy with your order, we offer a 15-day return policy to ensure a hassle-free return process. Please read the following guidelines to understand our return policy:

1. Eligibility:

- To be eligible for a return, your item must be unused, unworn, and in the same condition as when you received it.
- Returns are accepted within 15 days from the date of delivery.

2. Return Process:

- To initiate a return, please complete our return form, place it inside your return package and send it to the following address - 185 Burgess Road, Southampton, SO16 7PR
- Provide your order number, details of the item(s) you wish to return, and the reason for the return.

3. Return Shipping:

- You are responsible for the cost of return shipping unless the return is due to a mistake on our part (e.g., wrong item shipped, defective product).

4. Refund/Exchange:

- Once your return is received and inspected, we will notify you about the approval or rejection of your return.
- If approved, you can choose between a refund to the original payment method or store credit. Exchanges for a different size or colour of the same item are also available if in stock.

5. Refund Processing:

- Refunds will be processed within 5 business days of receiving the returned item(s).

6. Condition of Returned Items:

- Items must be in suitable packaging to avoid any damages during postage but doesn't have to be in their original packaging. All tags must be attached.
- We reserve the right to refuse returns that do not meet these conditions.

7. Damaged or Defective Items:

- If you receive a damaged or defective item, please contact us immediately to arrange for a replacement or refund.

8. International Returns: - International customers are responsible for return shipping and any customs fees or duties incurred.

9. Contact Information: - For all return inquiries or to initiate a return, please contact our customer support team at hello@luaii.co.uk

10. Policy Changes: - LUAI reserves the right to modify or update this return policy at any time.

By making a purchase with LUAI, you agree to adhere to this 15-day return policy. We are committed to providing you with high-quality products and excellent customer service. If you have any questions or concerns, please don't hesitate to contact us.

Thank you for choosing LUAI!