

RETURNS/CREDIT POLICY

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a website shop credit or exchange.

To be eligible for a return/credit:

- your item must NOT have been made to order or designed to a specific specification
- your item must be unused
- your item must be in the same condition that you received it
- It must also be in the original packaging

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

All products that have been made to order or designed to a specific specification are non-returnable/non-credit: (if applicable)

- All of the "made to order" products are bespoke ones, made especially for you and made to order. As a result no returns are accepted on products that are not damaged.

Additional non-returnable/non-credit items:

- Gift cards
- Downloadable software products
- Some health and personal care items

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

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial credits are granted: (if applicable)

- Books with obvious signs of use
- CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has 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 returned between 14 and 28 days after delivery

Website Shop Credit (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 website shop credit.

If you are approved, then your credit will be processed.

Late or missing credits (if applicable)

Please contact us at info@ipadstands.ie.

Sale items (if applicable)

Only regular priced items may be worthy of our credit policy, unfortunately sale items cannot be returned.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@ipadstands.ie for return instructions.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. The cost of return shipping will be deducted from your website credit value.

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

If you are shipping an item with a value, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.