

Refund and Return Policy

Effective Date: 12/21/2024

At **chargeguard.store**, we are committed to your satisfaction. If you are unhappy with your purchase, we offer a hassle-free refund and return policy. Please review the details below:

1. Free Returns Within 90 Days

- **Eligibility:**

If you are not satisfied with your order, you may return it within 90 days of the order date.

- The item must be unused, in its original packaging, and in the same condition as when you received it.
- Certain items, such as custom or final-sale items, may not be eligible for return. Please check the product page for details.

- **Free Returns Policy:**

- The first return for each order is free of charge (up to 5 returns per month per customer).
 - Any additional returns on the same order or after exceeding the 5 free returns limit will incur a shipping fee, which will be disclosed at the time of the request.
-

2. Refund Process

- **Refund Eligibility:**

- Refunds are issued for returned items that meet the eligibility criteria.
- Original shipping costs are non-refundable unless the return is due to a defective or incorrect item.

- **Refund Timeline:**

- Refunds will be processed within 7–10 business days after the returned item is received and inspected.
 - Refunds will be issued to the original payment method.
-

3. Free Shipping on Returns (Within 60 Days)

- Returns initiated within 60 days of the order date are eligible for free return shipping.
- After 60 days, customers are responsible for shipping costs unless the return is due to a defective or incorrect item.

4. How to Initiate a Return

- To initiate a return, follow these steps:
 1. Contact our Customer Support team at [chargeguard1@gmail.com] or [your phone number] with your order details.
 2. You will receive a return authorization and shipping label (if eligible for free return shipping).
 3. Pack the item securely and include the original packing slip or order confirmation.
 4. Drop off the package at your nearest shipping carrier or arrange for pickup.

5. Exchanges

- If you wish to exchange an item, please follow the return process above and place a new order for the desired product.

6. Damaged or Defective Items

- If you receive a damaged or defective item, please contact us immediately.
 - Provide your order number and detailed photos of the issue.
 - We will arrange a replacement or refund at no additional cost.

7. Contact Us

If you have any questions about our Refund and Return Policy, feel free to reach out:

- **Email:** chargeguard1@gmail.com

We're here to help and ensure you have a seamless experience with **chargeguard.store**!