

# Refund Policy

At 12 Baskets Limited, we are confident that you will love your purchase. However, if you are not completely satisfied, we have established the following return policy:

## 1. General Return Conditions

- You may return items within **60 days** of receiving them.
- Items must be in their **original condition** to qualify for a return.
- Upon return, you may choose to receive either a **refund** or a **replacement** item.

## 2. Return Shipping Costs

- The purchaser is responsible for the **postage costs** associated with returns.
- The only exception is if the item is being returned due to an error on our part.

## 3. Damaged Items

- If your purchase arrives **damaged during transit**, you have the option of receiving a **replacement** or a **refund**.
- To initiate this process, please notify us of the damage within **3 days** of delivery.
- After notification, please return the damaged item so we can proceed with the refund or replacement.

## 4. Return Address

Please send all returns to the following address:

12 Baskets Limited  
XXXX (Street name to be updated) Road  
Tauranga 3112

We appreciate your understanding and look forward to ensuring your satisfaction with our products!