



Refund and Returns Policy for Quirky Plush Co.

Effective Date: December 14, 2024

At Quirky Plush Co., a subset of Jeron Osg, we are dedicated to ensuring your satisfaction with every purchase. This Refund and Returns Policy outlines the terms and conditions for returning products' and receiving refunds. Please read this policy carefully before making a purchase.

1. Returns

Eligibility for Returns

To be eligible for a return, the item must meet the following criteria:

- The product must be unused, in its original condition, and in the original packaging.
- The return request must be initiated within **30 days** of the delivery date.
- Proof of purchase, such as an order confirmation or receipt, must be provided.

Non-Returnable Items

The following items are not eligible for returns:

- Items marked as final sale.
- Gift cards.
- Customized or personalized products.
- Products that have been used or damaged by the customer.

2. Refunds

Refund Process

Once your returned item is received and inspected, we will notify you of the approval or rejection of your refund.

- **Approved Refunds:** Refunds will be processed to the original payment method within 7-10 business days.

https://www.quirkyplush.co/refund_returns/

- **Rejected Refunds:** If the return does not meet the eligibility criteria, we will notify you and return the item to you.

3. Exchanges

We offer exchanges for defective or damaged items. If you need to exchange a product, please contact sales@quirkyplush.co within **7 days** of receiving your order. We will guide you through the exchange process and provide a replacement.

4. Return Shipping

Customer Responsibility

Customers are responsible for return shipping costs unless the return is due to a defect, damage or error on our part.

Return Instructions

1. Contact our support team at support@quirkyplush.co
2. Include your order number and reason for return
3. Ship the item to the address provided by our team using a trackable shipping method.

5. Defective or Damaged Items

If you receive a defective or damaged product, please contact us within **7 days** of delivery. Include a description and photos of the damage or defect. We will provide a replacement or refund as appropriate.

6. Cancellations

Orders can be cancelled within **24 hours** of purchase for a full refund. After this period, cancellations may not be possible if the order has already been processed or shipped.

7. Contact Us

For questions or concerns about our Refund and Returns Policy, contact us:

Quirky Plush Co., a subset of Jeron Osg

Email: support@quirkyplush.co