

Return Policy for Secret Desire

This Return Policy outlines the procedures and guidelines for returning products purchased from the Secret Desire ("the Store"). We are committed to providing a seamless and satisfactory shopping experience. Please read this policy carefully to understand your rights and responsibilities regarding returns and exchanges.

1. Eligibility for Returns:

We accept returns for products under the following conditions:

- **Damaged or Defective Products:** If the product arrives damaged or defective, you may be eligible for a return or exchange.
- **Incorrect Product:** If you receive a product different from what you ordered, you can initiate a return or exchange.
- **Unused and Unopened Products:** For hygiene reasons, we only accept returns for products that are unused, unopened, and in their original packaging.

2. Initiating a Return:

To initiate a return, please follow these steps:

- **Contact Customer Support:** Reach out to our customer support team within [X days] of receiving the product. You can contact us at [customer support email/phone number].
- **Provide Details:** Provide your order number, product details, and reason for the return. Include clear photos if the product is damaged or incorrect.
- **Await Approval:** Our customer support team will review your request and provide instructions for returning the product if your request is approved.

3. Return Process:

Once your return request is approved, please follow these steps:

- **Packaging:** Pack the product securely in its original packaging, including all accessories and documentation.
- **Return Authorization:** Follow the provided instructions to obtain a return authorization (RA) number.
- **Shipping:** Ship the product back to us using a trackable and insured shipping method. The cost of return shipping is your responsibility.

4. Inspection and Refunds:

After receiving the returned product, we will inspect it to ensure it meets the eligibility criteria. If the return is approved, we will process the refund or exchange as follows:

- **Refund:** If eligible, we will initiate a refund to your original payment method. Please allow [X] business days for the refund to be processed.

- Exchange: If you requested an exchange, we would ship the replacement product to you as soon as possible.

5. Non-Eligible Returns:

We reserve the right to reject returns that do not meet the eligibility criteria stated in this policy. In such cases, we will contact you to discuss options.

6. Customer Responsibilities:

- Accurate Information: Provide accurate information when initiating a return request.
- Shipping: Ensure the product is packaged securely and safely for return shipping.
- Return Costs: You are responsible for return shipping costs unless the return is due to an error on our part.

7. Contact Us:

If you have any questions or need assistance with returns, please contact our customer support team at support@secretdesire.ca

This Return Policy is effective as of September 1, 2023. By shopping at the Secret Desire, you acknowledge and agree to the terms and procedures outlined in this Return Policy.

Please retain a copy of this policy for your reference.