



## Returns Policy

*Last updated August 2023*

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or an exchange. Please see below for more information on our return policy.

### RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

### RETURN PROCESS

To return an item, please email customer service at [communications@pulseministries.org.uk](mailto:communications@pulseministries.org.uk) to obtain a Return Merchandise Authorisation (RMA) number. After receiving a RMA number, place the item securely in its original packaging, and mail your return to the following address:

Pulse Ministries  
Attn: Returns  
RMA #  
51 Greenway Crescent  
Taunton, Somerset TA2 6NH United Kingdom

Return shipping charges will be paid or reimbursed by us.

### REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least seven (7) days from the receipt of your item to process your return or exchange. We will notify you by email when your return has been processed.

### EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

***Sale items are FINAL SALE and cannot be returned.***

### QUESTIONS

If you have any questions concerning our return policy, please contact us at:

0300 2652008

[communications@pulseministries.org.uk](mailto:communications@pulseministries.org.uk)