



# Return & Refund Policy

First of all, thanks for shopping at moonbird.life. If you are not entirely satisfied with your purchase, no worries, we're here to help.

## Returns

You have 30 calendar days to return an item from the date you received it. To be eligible for a return

- Your item must be undamaged and in the original state, that is the same condition in that you received it.
- Your item must be in the original, undamaged packaging.
- Your item also needs to have the receipt, order number or proof of purchase with a date.
- You must contact the moonbird support team and inform us within 30 days after you have received your moonbird.
- A photo is always helpful

To return your purchase, please send us an email at [hello@moonbird.life](mailto:hello@moonbird.life) and inform us about the reason for the return.

## Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. In case items are lost, damaged or incomplete we cannot reimburse you. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment) within 30 calendar days. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

## Shipping

Moonbird will send you a return shipping label to return your item.

## Contact us

If you have any questions on how to return your item to us, contact us [hello@moonbird.life](mailto:hello@moonbird.life).