



Refund Policy for The Cookie Jar Co.

Effective Date: September 19, 2024

At The Cookie Jar Co., we strive to ensure that our customers are completely satisfied with their purchases. If for any reason you are not satisfied with your order, we are here to help.

1. Returns

- **Eligibility:** To be eligible for a return, your item must be unused, in the same condition that you received it, and in its original packaging.
- **Time Frame:** You have 14 days from the date of purchase to initiate a return.
- **Process:** To start a return, please contact us at returns@cookie-jar.co with your order number and reason for the return. We will provide you with instructions on how to return your item.

2. Refunds

- **Inspection:** Once we receive your returned item, we will inspect it and notify you of the status of your refund.
- **Approval:** If your return is approved, we will initiate a refund to your original method of payment.
- **Processing Time:** Refunds will be processed within 7-10 business days. Please note that it may take additional time for your bank or credit card company to process and post the refund to your account.

3. Exchanges

- **Eligibility:** We only replace items if they are defective or damaged. If you need to exchange an item for the same product, please contact us at exchanges@cookie-jar.co.
- **Process:** To exchange a defective or damaged item, send us an email with your order number and a description of the issue. We will provide instructions on how to proceed with the exchange.

4. Non-Returnable Items

Certain items are non-returnable, including:

- Perishable goods such as food items that have been opened or partially consumed.

- Gift cards.
- Custom or personalized products.

5. Shipping Costs

- **Return Shipping:** You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.
- **Exchanges:** If you receive a refund, the cost of return shipping will be deducted from your refund.

6. Contact Us

If you have any questions about our Refund Policy, please contact us at:

- **Email:** support@cookie-jar.co
 - **Address:** The Cookie Jar Co., The Howard Centre, 40 Howardsgate, Welwyn Garden City, AL8 6HA
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