

REFUND POLICY

All our clients are very important to us, that's why The Unmute files ("Company"), has created the following Refund Policy to let You know how we handle the refunds for the goods ordered and bought on our website <https://www.theunmutefiles.com/> ("Website").

The terms "You," "Your," and "Yours" refer to the entity/ person/ organization using our Website. When this Policy mentions "we", "us,", and "our" it refers to the Company and its subsidiaries or /and affiliates. The term "goods" refer to any product or item bought on our Website by You.

This Refund Policy is governed by our [Terms of Services](#).

For any questions regarding this Refund Policy or any requests regarding the refunds and returns, please contact us by email theunmutefiles@GMAIL.COM, phone +919818324990 or other contacts provided below.

This Return policy does not limit Your statutory rights to withdraw or rights You may have in relation to incorrect, damaged or defective goods.

STANDARD RETURNS

Buyer must contact Support team

In case of the return of the goods, you will be responsible for paying the return shipping costs.

You must exercise return right responsibly and return the product in the original neat packaging, as well as return all complete parts of the product. You are responsible for the complete set of the returned goods. If the goods are not complete, we won't be able to accept the returned goods and issue a refund.

Once the Goods have been received and checked by our staff, a refund will be authorised by the same method that the payment was made. Depending on your financial institution, refunds can take up to 30 days to be credited to your original payment method. In all cases we have the right to suspend the refund until the good are received back and inspected.

If You fail to meet the deadlines of our Return policy, we will be unable to offer a refund.

DEFECTIVE GOODS

In certain cases, such as defective, damaged or wrong goods, you may be required to provide evidence of the issue, such as a photo or video, or to return the item to receive a refund.

You must contact our company at theunmutefiles@GMAIL.COM within 5 days upon purchase and provide detailed information, such as:

- Proof of purchase
- Defect evidence (e.g. a photo or video of the item, a photo of the defective area (if it is possible to take a photo), a photo of the packaging, other).

When submitting a complaint, You must indicate how You wish the claim to be resolved:

- To replace the defective goods with quality items

In case You are required to return the goods back to us, You will be responsible for paying the return shipping costs.

The goods must be returned in the original packaging (with instructions and/or warranty card, if they were delivered with the product).

FURTHER INFORMATION

This Policy was created with the help of the [TermsHub Refund Policy Generator](#) and applies only to the refunds for the goods and services sold by our Company. Our Policy does not apply to the refunds for the goods and services offered by other companies or individuals.