

Your Guts & Glory Goods Shipping and Returns Policy

This policy is concerning the purchase of physical goods from Your Guts & Glory, such as skin and haircare products.

Payment & pricing

All prices are in Euro €'s, including VAT.

Payment has to be made at the moment of ordering, using the payment options offered on the website.

Your order will be dispatched after receiving payment within 24 hours, excluding weekends and holidays, or unless otherwise communicated in advance.

You will receive an invoice of your order automatically via email after placing and paying your order.

Onsite Pick-Up

If the client has chosen for an on-site pick-up, this can be done based on agreed pick-up times communicated by Your Guts & Glory directly to the client within 24 hours of placing the order.

Order confirmation

We will notify you by email as soon as possible to acknowledge receipt of your order and to provide you with an order number. If you require any information concerning your order please email us at: hello@yourgutsandglory.com quoting your order number.

Responsibility for intact & good quality goods

Your Guts & Glory will ensure that the goods ordered are inspected prior to shipment to ensure they are in original, unopened packaging and in good condition. Should the goods however arrive faulty or damaged the following refunds and returns policy applies.

Refunds & returns

You should inspect the merchandise upon receipt and check that everything specified on the delivery note is included. You will be deemed to have accepted the order unless you notify us within 14 days after receipt of your order that there is a problem. If you fail to take such action, we are not obligated to accept any rejection by you of the merchandise at a later date.

We only accept returns within 14 days upon receipt of your order when goods are faulty or arrive damaged and/or when you receive another product which was not ordered.

If the products are faulty or damaged please send us a clear photo within 14 days of receipt of your order to: hello@yourgutsandglory.com and we will determine the level of damage and credit or replace the item accordingly. Please do not dispose of the damaged product until we have replied to you and determined what action to take.

In case of a replacement, we will process the return of the items free of cost for you and we will resend the replacement asap.

Unfortunately we cannot accept returns of items that might have triggered an allergic reaction, you should be aware of any sensitivities or allergies you might have.

Address

Eschbeekweg 15
7524NK Enschede

Contact

hello@yourgutsandglory.com
yourgutsandglory.com



We do not accept returns on samples nor products purchased on sale.

Backorder

Occasionally, high demand causes us to run out of stock with certain products. If we do not have the item that you've ordered in stock, you will be notified as soon as possible. You will be asked if you would like the item shipped when we receive it, purchase a similar item of equal value instead or remove the item from the order and get a refund.

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