

Dear Valued Customer,

Thank you for shopping with **N-SpirebyShay**. We truly appreciate your support and trust in our brand. We are committed to ensuring your complete satisfaction with every purchase you make.

If you are not entirely satisfied with your order, we're here to help. Please review our return policy below:

Returns

- You may return eligible items within **21 days** of the delivery date for a refund or exchange.
- To be eligible for a return, items must be **unworn, unwashed, and in their original condition**.

Non-Returnable Items

- Customized, personalized products, and clearance items are final sale and cannot be returned unless they arrive damaged or defective.

Return Process

1. Please contact us at **Nspirebyshay@gmail.com** with your order number and reason for the return.
2. We will provide detailed return instructions, including the return address.
3. Once we receive your item and verify its condition, we will issue a refund to your original form of payment or process an exchange as requested.

Return Shipping

- Customers are responsible for return shipping costs unless the return is due to an error on our part (such as receiving the wrong item or a defective product).
- We recommend using a trackable shipping service for your protection.

Refund Timeline

- Refunds will be processed within **5–7 business days** after we receive the returned item. Please note that your financial institution may take additional time to reflect the refund on your statement.

If you have any questions or need assistance with your return, please don't hesitate to reach out. Our team is here to ensure that your experience with [Your Store Name] is nothing short of excellent.

Thank you again for choosing us!

Sincerely,
Shayla Mason
N-Spirebyshay
[N-Spirebyshay@gmail.com] | 817-229-0656 | [Nspirebysh.com]