

Refund Policy

Last Updated: December 17, 2024

Thank you for shopping at HawaWho.shop. We strive to provide a seamless shopping experience, but we understand that sometimes things don't work out. If you're not fully satisfied with your purchase, please review our refund policy below for guidance on returns and refunds.

1. Eligibility for Refunds:

We accept refund claims for products that are damaged, defective, or misprinted. Claims must be submitted within **30 days** of receiving the product.

For packages that are lost during transit, all claims must be submitted no later than **30 days** after the estimated delivery date.

2. How to Request a Refund:

If you receive a damaged, defective, or misprinted product, please submit a refund request by emailing us at **info@hawawho.com** with the following details:

- Order number
- Description of the issue
- Photos of the damaged or defective product (if applicable)

Once your request is reviewed and approved, we will provide instructions for returning the item and processing your refund.

3. Exclusions:

Certain items are not eligible for refunds, including:

- Products that have been customized or personalized according to the buyer's specifications.
- Items that are sealed for health or hygiene reasons, such as face masks, which are not suitable for return.

4. Refund Processing Time:

Once a returned item is received and inspected, we will process your refund. The refund will be issued to the original payment method. Please allow up to **7-10 business days** for the refund to appear in your account, depending on your payment provider.

5. Return Shipping:

If your return is due to a mistake on our part (e.g., damaged or defective items), we will cover the return shipping costs. However, if the return is due to buyer's remorse, the customer is responsible for return shipping fees.

6. Address Issues:

- If you provided an incorrect address during checkout, we are not liable for the loss of the product, and the return shipping costs will be your responsibility.
- If a shipment is unclaimed, it will be returned to us. In this case, reshipment costs may apply.

7. Refund for Incorrect Orders:

If you receive an item that was not what you ordered, please contact us within 30 days so we can resolve the issue by issuing a refund or sending the correct item at no additional cost.

8. Final Sale Items:

All **final sale** items, such as promotional items or clearance products, are not eligible for refunds.

9. Changes to the Refund Policy:

We reserve the right to update or modify this refund policy at any time. Any changes will be posted on this page, and the date of the most recent update will be reflected at the top of this policy.

For further assistance or to initiate a refund, please contact us at info@hawawho.com.