

Return Policy

Island Essentials Ltd

1. Eligibility for Returns

Customers may request a return for eligible products that are unused, in their original condition, and accompanied by the original order details. Certain products may be excluded from returns due to their nature.

2. Return Request Period

Return requests should be submitted within 7 calendar days of delivery. Requests received after this period may not be accepted unless otherwise required by applicable law.

3. Product Condition

Returned products should be unused and in resalable condition, with original packaging, accessories, labels, and documentation where applicable.

4. Return Approval

All return requests are subject to review and approval. Customers may be asked to provide photographs or other information to help assess the condition of the product.

5. Return Shipping

Where a return is approved, return shipping instructions will be provided to the customer. Depending on the reason for the return, return delivery costs may be the responsibility of the customer or the merchant.

6. Non-Returnable Items

Products that are personalized, opened for hygiene reasons, damaged through misuse, or otherwise identified as non-returnable may not qualify for a return.

7. Inspection

Returned items will be inspected after receipt. Approval of a return does not automatically guarantee a refund if the product does not meet the applicable return conditions.

8. Contact

Customers can contact Island Essentials Ltd through the Yellow Markets platform to initiate a return request or ask questions regarding return eligibility.