

## Refund & Return Policy

At Utility nest, customer satisfaction is our priority.

### Returns

Products can be returned within 7 days of delivery.

Items must be unused, undamaged, and in original packaging.

Certain items such as clearance or personalized products may not be eligible for return.

### Refunds

Once we receive and inspect the returned item, we will notify you.

Approved refunds will be processed to your original payment method within 5–7 business days.

Shipping charges are non-refundable unless the item was damaged or incorrect.

### Damaged or Incorrect Items

If you receive a damaged or wrong product, please contact us within 48 hours of delivery with photos.

### How to Request a Return

Email us at ✉ [utilitynest.ft@gmail.com](mailto:utilitynest.ft@gmail.com) with:

Order number

Reason for return

Product unboxing video

Product image(if applicable)