

Refund and Returns Policy

Overview

Our refund and return policy is valid for 30 days. If 30 days have passed since your purchase, we can't offer you a full refund or exchange.

To qualify for a return, your item must be unused and in the same condition as when you received it, including the original packaging. Please note that gift cards are non-returnable.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

Refunds

After we receive and inspect your returned item, we will notify you via email that your item has been received. We will also inform you whether your refund has been approved or rejected.

If approved, your refund will be processed, and a credit will be automatically applied to your credit card or original payment method within 14 days.

Late or missing refunds

If you haven't received a refund after 14 days, please contact your bank. There is often some processing time before a refund is posted. If you paid by credit card, contact your credit card company, as it may take some time before your refund is officially posted. If you've done all of this and you still have not received your refund yet, please contact us at info@grounded-goods.com

Sale items

Only regular priced items may be refunded. Sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@grounded-goods.com and return the defective/damaged item to: 708 Sally Ann Drive, Shirley, AR 72153.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver, who will then be made aware of your return.

Shipping returns

To return your product, please mail it to: 708 Sally Ann Drive, Shirley, AR 72153.

You are responsible for covering your own shipping costs for returning items. Shipping costs are non-refundable. If you receive a refund, the return shipping cost will be deducted from your refund.

The time it takes for your exchanged product to reach you may vary based on your location. For higher-value items, consider using a trackable shipping service or purchasing shipping insurance, as we cannot guarantee receipt of your returned item.

Need help?

Contact us at info@grounded-goods.com for questions related to refunds and returns.