

# RETURN & REFUND POLICY

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Thank you for shopping with Lovqa. Due to the intimate nature of our products, hygiene and safety are extremely important to us. This policy explains your rights and our procedures regarding returns, refunds, delivery issues, and faulty goods.

## Risk and Responsibility

Under the Consumer Contracts Regulations 2013, customers generally have a 14-day right to cancel an online purchase. However, this right does not apply to sealed goods that are not suitable for return due to health protection or hygiene reasons once unsealed. Lovqa products are classified as intimate goods. For hygiene and safety reasons:

- We do not accept returns or exchanges of products that have been opened or unsealed.
- Returns are only accepted where the product is faulty.

Important: This policy relies on products being supplied sealed for hygiene protection. If products are supplied unsealed, statutory cancellation rights may apply.

## Right to Cancel

Under the Consumer Contracts Regulations 2013, customers generally have the right to cancel an online order within 14 days of receiving the goods.

However, this right does not apply to sealed goods which are not suitable for return due to health protection or hygiene reasons once unsealed.

Lovqa products are classified as intimate goods. For hygiene and safety reasons:

- We do not accept returns or exchanges unless the product has a confirmed manufacturing fault.
- Products that have been opened, used, or unsealed cannot be returned.

This exclusion applies only to sealed hygiene products. If any product were supplied without appropriate hygiene sealing, statutory cancellation rights may apply.

## Faulty or Damaged Products

If your product arrives damaged or has a manufacturing fault (for example, does not power on, does not charge, or does not function correctly), please contact us within 7 days of delivery using the contact form on our website. You must include:

- Your order number, Your contact details, A description of the issue, A short video clearly showing the fault

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Our technical team will review the issue.

If the fault is confirmed and was not caused by incorrect use or use contrary to the product instructions, we will:

- Provide a return label at our cost
- Offer either a replacement product or a full refund

Refunds are issued to the original payment method.

## When Refunds Are Not Available

We cannot offer refunds or replacements where:

- The product has been used incorrectly
- Instructions were not followed
- Damage was caused by improper cleaning, storage, or use of incompatible lubricants
- The issue results from normal wear and tear
- The product was used while charging
- The product was used with silicone-based or oil-based lubricants

Products must be used strictly in accordance with the instructions provided.

## Delivery Issues

All orders are shipped using multiple logistics providers to offer a range of delivery options and include tracking. If your parcel is marked as “Delivered” but you have not received it: Please check with neighbours, Check safe places around your property, Contact logistic providers directly using your tracking number, Inform us via our contact form. A parcel is considered lost if there has been no delivery confirmation or tracking update for at least 7 days. If your order has not arrived and there is no tracking update after 7 days, please contact us so we can investigate with the courier.

## How Refunds Are Processed

If a refund is approved: It will be issued to the original payment method. Processing may take up to 10 working days, we will confirm the refund by email once processed.

## Contact Information

Questions about the Return and Refund policy should be sent to us at  
hello@willdostudio.co.uk