



Muirhead Curling – Return and Refunds Policy

December 2024

We strive to ensure your satisfaction with every purchase. If you are not completely satisfied with your order, we are here to help.

Returns

- Eligibility: To be eligible for a return, the item must be unused, in its original condition, and in the original packaging. Proof of purchase (e.g., receipt or order confirmation) is required.
- Timeframe: Returns must be initiated within 14 days of receiving the item.

Refunds

- Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund.
- Approved refunds will be processed within 10 business days to your original payment method.
- Please note that it may take additional time for your bank or credit card company to process the refund.

Return Shipping

- The customer is responsible for return shipping costs unless the return is due to an error on our part (e.g., wrong or defective item sent).
- We recommend using a trackable shipping method as we cannot guarantee receipt of your returned item.

How to Initiate a Return or Refund

1. Contact us at info@evemuirhead.co.uk with your order details and reason for the return.
2. We will provide you with instructions on how to proceed.
3. Pack the item securely and include proof of purchase.

Contact Us

If you have any questions about our return and refund policy, please reach out to us at:
Email: info@evemuirhead.co.uk

Thank you for shopping with us!