

## **Novas Bakery return/refund policy**

Our return/refund policy is only valid for products purchased within the past 15 days. Unfortunately, due to the nature of the products we provide, we are unable to offer refunds for products purchased outside of this period.

To be eligible for a return, your item must be unused and in the same condition that you received it.

Please note that gift cards are non-returnable and non-refundable.

To complete your return, we require a receipt or proof of purchase. Acceptable forms of proof of purchase include a physical receipt, order confirmation number and/or invoice. Other forms may be considered but are subject to approval on a case-by-case basis.

### **Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days, dependent on multiple factors outside of our control such as your bank/credit card company and the date/time of your request.

### **Late or missing refunds (if applicable)**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [GetInfo@NovasBakery.com](mailto:GetInfo@NovasBakery.com).

**Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

**Exchanges (if applicable)**

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 [GetInfo@NovasBakery.com](mailto:GetInfo@NovasBakery.com) and bring your item to any of our locations within 15 days of the original purchase date.

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