

Returns

We want you to be completely satisfied with your purchase. However if you are not and you wish to return your product, we offer a 30 day money back guarantee. If you are not 100% in love with your product, return it to the address below within 30 days for a full refund of your purchase price.

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 if we need additional information to submit 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. Depending on the terms of your bank or credit card, please allow a few weeks to see the refund on your statement.

Refunds can only be made to the original purchaser.

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 support@mrbigcurlingirons.com.

Exchanges (if applicable)

We will replace defective or damaged items within 1 year of purchase. If you need to exchange it for the same item, send us an email at support@mrbigcurlingirons.com to request the exchange and we will instruct you of the next steps.

Shipping

To return your product, you should mail your product to: P.O. Box 1242, Apex North Carolina 27502

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

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping items totaling over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.