Return Policy

Damages and Issues

We strive to ensure that our products are of the highest quality. If you receive a damaged or defective item, please contact us immediately upon receipt. Include a detailed description of the damage or defect and photos if possible. We will evaluate the issue and arrange for a replacement or a refund as appropriate.

Return Eligibility

To be eligible for a return, your item must be:

- Unused and in the same condition that you received it.
- In the original packaging.
- Accompanied by the receipt or proof of purchase.

Non-Returnable Items

Certain items are not eligible for return, including:

- Gift cards
- Custom or personalized items
- Items marked as final sale

Return Process

1. **Contact Us**: Before returning an item, please contact our customer service team at [your contact email] to initiate the return process.
2. **Approval**: Once your return is approved, we will provide you with instructions on how to send your item back to us.
3. **Shipping**: You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable.

Exchanges

If you need to exchange an item for a different size or color, please contact us at [your contact email] with your request. We will guide you through the exchange process and ensure you receive the correct item as quickly as possible.

Refunds

Once we receive and inspect your return, we will notify you of the approval or rejection of your refund.

- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within a certain number of days.
- Please note that it may take some time for your bank or credit card company to process and post the refund.

Contact Information

If you have any questions or need further assistance with your return, exchange, or refund, please contact us at:

- Email: Support@ileadcompany@gmail.com

We are committed to ensuring your satisfaction and will work diligently to resolve any issues with your order.