Innervation Trust (iSingPOP) Merchandise Refund Policy – V1 (February 2026)

At iSingPOP, we want you to be happy with your purchase. If for any reason you are not completely satisfied, please review our refund policy below.

1. Returns Eligibility

If you change your mind about an item you have purchased from us, you have **14 days of receiving your order** to contact us and let us know that you would like to return your item.

We are happy to refund for any of our items (unless they are listed in section 2 below) provided that:

- The item is unused and in its original condition
- Proof of purchase is provided

We reserve the right to refuse a refund if items are returned used, damaged, or not in a resaleable condition.

2. Non-Refundable Items

The following items are non-refundable unless faulty:

- Digital downloads
- Clearance or sale items (unless faulty)

3. Faulty or Damaged Goods

If your item arrives faulty or damaged, please contact us within **30 days of delivery** with:

- Your order number
- A description of the issue
- Photographic evidence where possible

We will offer a replacement, exchange, or full refund (including standard postage costs) where appropriate.

4. How to Request a Return

To arrange a return, please contact us at:
Email: office@isingpop.com

We will provide return instructions once your request has been approved. You will have **14 days** from contacting us to return the item.

5. Return Shipping

Customers are responsible for return postage costs unless the item is faulty or incorrect. We recommend using a tracked service, as we cannot be responsible for items lost in transit.

6. Refund Processing

Refunds will be processed within **7–10 working days** of receiving the returned item, and will be issued to the original payment method.

7. Exchanges

If you would like to exchange an item (such as for a different size), please contact us at office@isingpop.com. We will confirm availability and guide you through the exchange process.

8. Annual Review

This policy will be reviewed annually or sooner if the standards evolve.

Date of Policy: February 2026
Review Date: February 2027