

## Return & Exchange Policy – Scrub Shop

At **Scrub Shop**, we want you to be completely satisfied with your purchase. If you're not happy with your order, we offer hassle-free returns and exchanges under the following conditions:

### Return Eligibility

- Items must be **returned within 30 days** of delivery.
- Products must be **unworn, unwashed, and in original condition** with tags attached.
- Items marked “**Final Sale**” or **personalized/customized** products are not eligible for returns or exchanges.

### How to Initiate a Return or Exchange

1. **Submit a Return Request:** Contact our customer service team at **admin@ihci411.com**
2. **Package Your Item:** Securely pack the item in its original packaging or similar protective packaging.
3. **Ship Your Return:** A prepaid return label may be available (if applicable), or you can ship using your preferred carrier. Customers are responsible for return shipping costs unless the return is due to a defect or incorrect order.
4. **Receive Your Refund or Exchange:**
  - Refunds will be issued to the original payment method within **5-7 business days** once received after inspection.
  - Exchanges will be processed once the original item is received.

### Defective or Incorrect Items

If you receive a **damaged, defective, or incorrect item**, please contact us within **7 days** of delivery, and we will replace the item at no additional cost.

### Refund Process

- Refunds will be issued to the **original payment method** (excluding shipping fees).
- If returning an item from a **buy-one-get-one-free** or similar promotion, the full set must be returned to receive a full refund.

### Non-Returnable Items

- Clearance or Final Sale items
- Personalized or embroidered uniforms
- Items that have been worn, washed, or altered

For any questions, please reach out to us at **admin@ihci411.com** We appreciate your business and are here to ensure a smooth shopping experience!