

Refund policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition in which you received it: unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To request a return, you can contact us at support@instasharemaster.com. If your return is accepted, we'll send you instructions on how and where to send your package.

Items sent back to us without first requesting a return will *not* be accepted.

For any questions regarding the return process, you can contact us at any time at support@instasharemaster.com.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged, or the wrong item, so that we can evaluate and correct the issue.

Exceptions / non-returnable items

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

The fastest way to exchange an item is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take up to 10 business days for your bank or credit card company to process and post the refund.