

# WIRRED

Walkers Institute for Regenerative  
Research Education and Design

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## Walkers Nursery Website Returns & Refund Policy

### Terms of Use ("Terms")

*Last updated: 28th June, 2020*

### Refunds

WIRRED offers customers a 30-day return and refund policy which comes in effect from the date of purchase. Restriction may apply to some transactions as described below in the Refund & Returns Policy.

Once your Refund/Return Request is received and inspected, we will send you an email to notify you that we have received your request. We will then notify you of the approval or rejection of your refund within 15 days of receiving your request.

If your request meets our "Return Conditions", then your refund will be processed, and a credit (excluding any shipping costs) will automatically be applied to your credit card or a wire transfer will be forwarded, within 15 business days.

### Late or Missing Refunds

If you have not received a refund within 30 days, first double-check your bank account online. If the Refund is still outstanding, you should contact your credit card company, it may take some time before the refund is officially posted on your account. Next contact your bank. There is often some processing time before a refund is posted.

If you have done all of this and you still have not received your refund, please contact us at [info@wirred.org](mailto:info@wirred.org)

## Warranty

WIRRED products (not including the sale of trees, seedlings, saplings, seeds or living organic plant matter of any kind) have a one (1) year warranty. If the product has any manufacturing issue during regular use, during the length of the warranty we will offer a replacement product. You will need to return the product to us. The shipping costs associated with product returns will be covered by the Buyer. To finalise a return you will need to submit a Return request to the WIRRED team at [info@wirred.org](mailto:info@wirred.org).

## Exchanges

Our products have a one (1) year warranty (not including the sale of trees, seedlings, saplings, seeds or living organic plant matter of any kind). We only replace items if they are defective or damaged due to our error in manufacturing. If the order is damaged through your handling or due to improper use of the item we cannot provide refund or exchange.

## Deliveries

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order.

Purchases made through the Service are only available for delivery to addresses in Barbados. Shipments outside of Barbados are not available at this time.

An estimated delivery time will be provided once your order is placed. Delivery times are estimates and commence from the date of shipping, not the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

Unless there are exceptional circumstances, we make every effort to fulfill your order within 5 business days. Business day mean Monday to Friday, except holidays.

## Cancellations

After the order has been processed, it is immediately sent to our fulfillment team for shipping. Orders that have been shipped cannot be cancelled and will not be refunded.