



## Returns Policy

At Jeenie Solutions, we strive to ensure that every product and service meets your expectations. However, we understand that there may be occasions where a return is necessary.

### Eligibility for Returns

- You may request a return within 14 days of receiving your item.
- To be eligible, the item must be unused, in its original packaging, and in the same condition that you received it.
- Items that are made to order, customised, or used in a clinical environment may not be eligible for return unless faulty.

### Non-Returnable Items

- Products classified as medical devices or hygiene items that have been unsealed.
- Training services or digital downloads.
- Any product marked “non-returnable” at the point of sale.

### Faulty or Damaged Goods

If your item is defective, damaged, or incorrect, please contact us within 48 hours of receipt. We'll arrange collection or replacement at no additional cost.

### How to Request a Return

To initiate a return:

1. Email [info@jeenie.uk](mailto:info@jeenie.uk) with your order number, reason for return, and photos (if relevant).
2. Wait for confirmation and return instructions.
3. Once we've received and inspected the return, we'll confirm approval and process your refund or exchange.

### Refunds

- Approved refunds will be processed to the original payment method within 7 business days.
- Shipping costs are only refunded if the item is faulty or sent in error.

### Return Shipping

- Customers are responsible for return shipping costs unless the item is faulty or damaged.
- We recommend using a tracked service. We are not responsible for lost or damaged returns.



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