

Returns, Refunds & Cancellations

At HipHipHub, we take pride in ensuring our customers are satisfied. As such we have created this Return, Refunds & Cancellations policy to lay out clear expectations, responsibilities, and opportunities.

Cancelations

Unless otherwise expressly stated, you may cancel any order for Services or Products or Location up to 14 days prior to the date of the planned performance of the Services or expected delivery of the Products. In such cases of cancellation, you shall not be charged for said Services or Products and any amounts already paid for said Services and Products shall be returned to you, save for any Service Fee which we'll use to cover related cancelation expenses. Cancelations shall not be possible within less than 14 days prior to the date of the planned performance of the Services or delivery of the Products, nor shall it apply after any Products have been dispatched. If you need to cancel a service or product within 14 days of the planned performance of the Services or expected delivery of the Products, you will be charged for the full amount of your order.

Returns & Refunds of Goods

For most items, you have 14 days to notify the Supplier, if you want to return or exchange the item and to send them back. The return period will expire 14 days from the day on which you received the goods. This applies only to Returnable goods (there's a guide below to help you see what's Returnable and what isn't).

How to cancel your order, or return or exchange an item

Contact HipHipHub to let us know directly that you wish to cancel your order, or return or exchange an item by sending an email to info@hiphiphub.com.

When contacting us in regard to a return, please make sure to include all relevant information in your request including:

- Order or invoice number
- Date purchased
- The name of the customer of record on the purchase
- The title of the item
- Clear statement you are wishing to return an item
- The reason if possible

In the event a refund can be issued, as the Supplier's payment agent, we will process the refund directly to your payment card after the supplier confirms to us that they have received the returned item.

Please don't destroy or throw away any item and where relevant the external packaging, even if it's faulty, before you've spoken to the Supplier and agreed that doing so won't affect any refund you may be entitled to.

Please note that you are liable for any diminished value of the item resulting from the handling of the item in any way other than what is necessary to establish the nature, characteristics and functioning of the item while you are responsible for it (this includes, in the context of a return, when the item is in transit back to the Supplier).

All Suppliers comply with our returns policy, giving you peace of mind when ordering. If you have any further questions, please get in touch with us.

What you can't return

Unfortunately, some items are **non-returnable** and **non-refundable**:

- Anything that's made to your specific requirements (i.e., outside of standard customization options offered by the Supplier to all customers), is personalized or otherwise can't be resold due to a bespoke element
- Perishable items (like food or flowers)
- Creative pieces that are specially commissioned when you place an order, like art, and sculpture
- Personal items sold with a hygiene seal (like earrings, cosmetics, or underwear) where the seal is broken, and material face masks
- Damaged items (apart from ones damaged in transit)
- If the original packaging is not present
- Products that don't include all accessories

To avoid disappointment, please check whether an item is returnable or non-returnable before ordering.

Return shipping costs

The postage costs for the return of items are generally borne by the sender.

Last amended: 14 March 2022