

Ransomed Returns Policy

Thank you for shopping with Ransomed.

Due to the nature of our products being custom-printed and made to order, we do not accept returns or offer refunds unless the item is defective, damaged, or you received the wrong item.

Please inspect your order upon reception and contact us immediately at contact@nurselmusic.com if the item is defective, damaged, or if you receive the wrong item so that we can evaluate the issue and make it right.

Exceptions / non-returnable items:

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

Exchanges:

We do not offer exchanges. If your order has a defect or issue, we will offer a replacement or refund upon verification.

Refunds:

Once your claim is received and inspected, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed to your original method of payment. Please allow time for the refund to be reflected in your account.

To start a return request for a damaged or incorrect item, please email us with your order number, a description of the issue, and a photo of the item at support@ransomed.store.