

XTREATMENT

At **[XTreatment]**, your satisfaction and safety are our top priorities. Due to the intimate nature of our products, we adhere to strict health and hygiene standards. Please review our policy below regarding local deliveries.

1. Hygiene & Safety (The "Golden Rule")

For the protection of all our customers, we **cannot accept returns or exchanges** on any intimate items, toys, or lingerie once the original tamper-evident packaging has been opened or the seal is broken.

- **Unopened Items:** If the product is still in its original, factory-sealed shrink-wrap or has

an unbroken seal, you may request a return within **[7/14] days** of delivery.

2. Defective or Damaged Items

We stand by the quality of our curated selection. If your item arrives with a manufacturer defect or was damaged during local delivery:

- Please contact us within **24 hours** of receipt.
- Provide your order number and a photo/video of the defect.
- Once verified, we will arrange a discreet exchange or a full refund at no additional delivery cost to you.

3. Local Delivery Issues

- **Discreet Handling:** All deliveries are made in plain, unmarked packaging.
- **Missed Deliveries:** If our driver is unable to complete the delivery (e.g., incorrect address or no access), a re-delivery fee may apply.

- **Order Cancellations:** You may cancel your order for a full refund as long as the driver has not yet departed for your location.