

Refund policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a full refund, your item must be in the same condition that you received it, unopened and in its original packaging. You'll also need the receipt or proof of purchase.

If you are not satisfied with our product then please let us know as we take each instance on its own merits. You can contact us via our website or info@vitavoice.co.uk.

To start a return, you can contact us at info@vitavoice.co.uk.

If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at info@vitavoice.co.uk.

Damages and issues

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

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too. If more than 15 business days have passed since we've approved your return, please contact us at info@vitavoice.co.uk.