

# Return & Refund Policy

Thanks for shopping at [www.picupmedia.com](http://www.picupmedia.com).

If you are not entirely satisfied with your purchase, we're here to help. Please [contact our support staff](#) as they are likely to resolve any issues you are facing.

## Returns

You have 7 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be in the same condition that you received it and must be returned in the original packaging.

Your item needs to have the receipt or proof of purchase.  
Picup Media will contact you and provide a return address for you.

## Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment) for the cost of the original item, less any non-refundable shipping charges you paid.

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

You can expect the whole return and refund process to take at least 30 days from the day the original item is returned.

## Shipping

You will be responsible for paying for your own shipping costs for returning your item. All shipping costs are non-refundable.

## Contact Us

If you have any questions on how to return your item to us, [contact us here](#).