

Refund Policy

Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. Any order with custom specifications or dimensions as requested by the customer **are not eligible for a refund.**

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 30 days after purchase

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Each box or set of products, sold by sets returned is subject to a \$10 restocking fee which will be deducted from the balance of your refund. Each piece of product, sold by piece, LF or SF returned is subject to a \$2 restocking fee which will be deducted from the balance of your refund.

Cancelled orders

Orders will be fully refunded if canceled within 24 hours of purchase if not shipped to that time. If you cancel your order and it has already been shipped, or entered into production or includes custom dimensions, measurements or specifications, you will be subject to a 10% cancellation fee.

Refused shipments

In the event that "receiver refused the delivery" without prior written notice, the

customer is responsible for 100% of the original shipping cost plus a mentioned above restocking fee which will be deducted from the refunded amount.

Returns

1. Return Due To Change Of Mind

We will happily accept returns due to change of mind as long as a request to return is received by us within 30 days of the original order date and are returned to us in original packaging, unused and in resealable condition. Return shipping will be paid at the customer's expense and will be required to arrange their own shipping. Once returns are received and accepted, refunds will be processed to store credit for a future purchase. We will notify you once this has been completed through email. We will refund the value of the goods returned minus original shipping costs and applicable restocking fees as outlined in our Refund Policy.

2. Returns Due To Product Defect

We will happily honor any valid claims, provided a claim is submitted within 30 days of original order date. Customers will be required to pre-pay the return shipping, however, we will reimburse you upon receiving return and confirm the claim. Once the claim is confirmed, you will receive the choice of:

- (a) refund to your payment method
- (b) a refund in store credit
- (c) a replacement item sent to you (if the stock is available)

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us.

Exchanges (if applicable)

We only replace items if they have manufacturing defects which prevent products use as directed. If not - you are responsible for all return shipping costs and they will not be reimbursed. If you need to exchange it for the same item, send us an email to discuss the further procedure.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

Shipping

If you are returning any products please contact us for further instructions and specific warehouse return address.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping and the original cost of shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.