

At Knot Store, we prioritize the privacy, security, and satisfaction of our customers. When you make a purchase with us, you entrust us with certain personal information, including your name, email address, shipping address, phone number, and payment details. We collect this information solely for the purpose of processing orders, providing customer support, and improving your shopping experience. We do not sell, rent, or share your personal information with third parties, except when necessary to complete a transaction, such as shipping your order or processing payment. Additionally, we may use your information to inform you about promotions, discounts, or new products that may be relevant to you, but you will always have the option to opt out of these communications. All personal data is stored securely using encryption protocols and advanced security measures, and it is the responsibility of each customer to maintain the confidentiality of their account information and notify us immediately of any unauthorized use.

Knot Store offers a variety of secure payment methods, including credit and debit cards, bank transfers, and reputable online payment platforms. All payments are processed through secure systems that comply with international standards for financial security. We reserve the right to cancel any order that shows signs of suspicious activity, incorrect information, or payment inconsistencies, and we will contact you promptly to resolve any issues. By completing a purchase, you confirm that all payment details and personal information provided are accurate and up to date.

We ship orders nationally and internationally, depending on service availability in your area. Orders are generally processed within one to three business days after payment confirmation. Estimated delivery times may vary depending on your location, shipping conditions, and seasonal factors. While we strive to ensure timely delivery, Knot Store is not responsible for delays caused by factors beyond our control, such as natural disasters, transportation strikes, customs regulations, or errors in the address provided by the customer. Every order comes with a tracking number, allowing you to monitor your shipment in real time. We strongly recommend double-checking your shipping address before completing your purchase to avoid delivery issues.

Customer satisfaction is extremely important to us, and if you are not completely satisfied with your purchase, you may request a return or exchange within fifteen days of receiving your order, provided the product remains in its original condition, unused, and with all packaging and tags intact. To initiate a return or exchange, please contact our customer support team at piquin.rey@gmail.com, providing your order number and the reason for the return. Once the return is approved, you will receive detailed instructions on how to send the product back to us. Return shipping costs may be the responsibility of the customer, except in cases of defective products or shipping errors caused by Knot Store. Refunds will be issued using the same payment method originally used, typically within seven to ten business days of receiving the returned product.

All products sold by Knot Store are guaranteed for quality. If you receive a defective, damaged, or incorrect item, you must notify us within seven days of delivery by contacting piquin.rey@gmail.com and providing evidence such as photographs or videos. After verification, we will offer either a replacement product or a full refund, including any shipping costs associated with the error. This warranty does not cover damages resulting from misuse, neglect, or improper handling by the customer. Customers are expected to follow the care and usage instructions provided with each product, as improper use may void the warranty.

Knot Store implements strict security measures to protect customer information, including encrypted data storage, secure payment protocols, and internal access controls. While we take every reasonable step to protect your information, no system can be guaranteed to be completely secure from external attacks, hacking, or fraudulent activity. Customers are responsible for safeguarding their passwords and sensitive information and must notify us immediately if they suspect unauthorized access to their accounts.

Customers are responsible for providing accurate and complete information when placing an order. Errors in shipping addresses, email addresses, or phone numbers may result in delays or non-delivery, and the customer will be responsible for correcting such issues. Products should be used according to the instructions and descriptions provided. Misuse, negligence, or improper handling may lead to damage or void the warranty.

Knot Store uses cookies and similar technologies to enhance the user experience, personalize content, and analyze traffic on our website. These technologies help us understand user behavior and improve website performance, but they do not collect sensitive personal information directly. Users can configure their browser settings to reject cookies, though some features of the website may not function correctly if cookies are disabled.

Knot Store is not responsible for indirect damages, financial losses, business interruptions, or other consequences resulting from the use of our products or services, except where legally required. We reserve the right to modify, suspend, or discontinue any product or service at any time without prior notice, and such changes do not create additional obligations toward customers. We may update these policies at any time, and updates will be effective immediately upon posting to our website. Customers are encouraged to review our policies periodically to stay informed of any changes.

For any questions, concerns, complaints, or requests related to products or services, customers may contact Knot Store via email at piquin.rey@gmail.com. Our customer support team is committed to responding within forty-eight hours during business days. By purchasing from Knot Store, you acknowledge that you have read, understood, and agreed to all of these policies in full.