

Company Policy: Returns, Refunds, Cancellations & Delivery Timelines

Return & Refund Policies

Clear and transparent return and refund procedures foster trust and help customers shop with confidence. A well-defined policy also protects the business by setting expectations for timeframes, conditions and processes. According to industry guidance, ecommerce stores commonly allow returns within a finite window rather than indefinitely.

Eligibility and Timeline

- **Return window:** Customers have up to **30 days** from the date of delivery to request a return or exchange. Many ecommerce platforms offer return windows ranging from 15 to 30 days, and some product categories may have shorter windows of 7–10 days depending on the nature of the goods.
- **Condition:** Items must be unused, in their original packaging and include all tags and proof of purchase. Products that are personalized, perishable or marked as final sale are **non-returnable**.
- **Exceptions:** For hygiene and safety reasons, certain personal care products, consumables and digital downloads cannot be returned.

Process for Returns

- **Initiating a return:** Contact customer support with your order ID and the reason for the return. Documentation such as photos may be requested to confirm product condition.
- **Authorization:** Once approved, you will receive a return authorization and instructions on shipping the item back. Returns sent without authorization may be refused.
- **Shipping costs:** We cover return shipping for items received damaged, defective or incorrect. For change-of-mind returns, customers may be responsible for return shipping and any restocking fees.

Refunds and Exchanges

- **Modes of refund:** Refunds can be issued to the original payment method, as store credit, or by exchanging the item for another product.
- **Processing time:** Once the returned item passes inspection, refunds are processed within **7–10 business days**.
- **Exchanges:** Exchanges are subject to stock availability. If the requested replacement is unavailable, a refund or store credit will be offered.

Customer Responsibilities

- Customers are expected to use products as intended and not abuse the return policy.
- Items should be repacked securely to prevent damage in transit. Including all original accessories and packaging helps expedite the inspection process.

Cancellation Rules

Customers may cancel an order **before it has been shipped**. Major online retailers allow cancellations prior to delivery but not after; once delivered, the return policy applies.

- **How to cancel:** Submit a cancellation request via customer support or your account dashboard using your order ID as soon as possible. If the order is still in processing, it will be cancelled and a refund issued.
- **Non-cancellable items:** Customized products, gift cards and clearance items are generally not eligible for cancellation. These items will be clearly marked at the time of purchase.
- **Refunds:** If payment has been captured, cancelled orders are refunded to the original payment method within **7–10 business days**. Store credit can be offered on request.
- **After dispatch:** Once an order has been shipped, it cannot be cancelled. Instead, customers may initiate a return through the standard return process.

Delivery Timelines

Our goal is to deliver orders quickly and reliably while providing flexible shipping options. Delivery times can vary depending on the chosen shipping method and destination.



Delivery timeline icon

- **Standard shipping:** Domestic orders shipped via standard shipping typically arrive within **5–7 business days** 【135867606487511†L153-L156】 .
- **Express shipping:** Customers can choose express shipping for a faster delivery window of **3–5 business days** 【135867606487511†L174-L177】 .
- **Processing time:** Orders are processed and dispatched within **24 hours** of payment confirmation (excluding weekends and holidays). Orders placed after 4 p.m. are processed the next business day.
- **Tracking:** Once shipped, customers will receive a tracking link via email or SMS to monitor the shipment status in real time.
- **Variability:** Delivery timelines are estimates and may vary due to weather, unforeseen logistic issues or regional restrictions. Remote locations may require additional transit time.

Contact Information

For questions about returns, refunds, cancellations or delivery timelines, please contact our customer care team through the support portal or by emailing our helpdesk. We aim to respond to all enquiries within one business day.