**Return Policy**

Our goal is to make the customer's experience as easy as possible during the transaction and delivery. It is possible that, despite our best efforts, something will go wrong. In this case, the customer may want to return the product. Please complete the following form to request an RMA (Return Merchandise Authorization).

This page describes our policies for all these scenarios, both for our Business Customers as well as our Consumers. These terms are available below.

Disputes between your order and goods must be reported within two days of receipt.

**Terms**

* Customers who aren't consumers can be considered "Business Customers".
* Our "Consumer", however, does not include people who act for their business or profession.

**Cancellation Policy**

We will not charge any additional fees if a consumer or business account cancels an order. Failure to send an email prior to dispatching your order will result in a 25% restocking fee.

If the item has been shipped, it is best to not open it until the 14-day period after its arrival. Customers can then request that the shipment be returned. If you are not satisfied with the packaging of your item, you can request that it be returned to us. Otherwise, a 25% restocking fee will be applied.

We request that the goods be returned in their original condition within 14 days after customers have signed the goods. To avoid any liability for lost goods, it is important that you arrange insurance to cover the goods during transit. You will also need to arrange and pay for delivery returns.

Orders that were shipped directly from the manufacturer are not eligible for cancellation or return.

**Conditions for Non-Faulty Returns**

If we accept returns for credit of unwanted products, they must be returned within 14 days of delivery. All returns that are not defective will be subject to a 25% to 50% restocking charge depending on the circumstances .

If the customer returns incorrectly supplied goods in their original condition (including manuals and warranties), a 25% restocking fee will apply. Customers are asked to repackage the goods exactly as they were delivered.