Refund Policy

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OVERVIEW

**Defective or Damaged Products**

If you have received faulty or damaged products, please contact us with images of the product within 7 days. We will gladly send out a replacement order or issue you a full refund.

**Items Lost in Transit**

By ordering from us, you agree with our shipping times. Most orders get delivered within the posted time frames; however, external factors such as customs inspections can sometimes cause delays. If your order shipping times exceed our displayed time frame by 10 business days, you can contact us and we will gladly send out a replacement order, or issue a full refund.

**Returns**

We do not accept returns for refunds. Our guarantee only covers defective or damaged products, and items lost in transit. Your satisfaction is our priority, but this policy is in place so that we can continue to offer free worldwide shipping on all orders.

**Lost or Stolen Packages**

Website.com is not responsible for lost or stolen packages confirmed to be delivered to the address entered for an order. Upon inquiry, Website will confirm the delivery to the address provided, date of delivery, tracking information and shipping carrier information for the customer to investigate.