

Cancellation Policy

Order Cancellation

- Customers can cancel their order and process a refund up to 14 days after the goods have been delivered.
- To cancel, please contact us at our chatbot within this period.
- If the order has already shipped, you may need to return the goods before a refund is processed.

Return Conditions

- Returned items must be unused, in original packaging, and in the same condition as received.
- Proof of purchase (receipt or order confirmation) is required for all returns.
- Certain items (e.g., personalized goods, perishable products) may not be eligible for return.

Refunds

- Refunds will be processed to the original payment method once the returned goods are received and inspected.
- Shipping charges may not be refunded unless the return is due to our error.

Exceptions

- The 14-day cancellation period does not apply to custom-made or perishable goods.
- Digital products and services may have specific cancellation terms.