Exchange or Return Policy:

The deadline for exchange or return is 60 (sixty) calendar days from the receipt of the product.

To be eligible for exchange or return, your item must not have been used and must be in the same condition as you received it. It must also be in the original packaging.

Refunds (if applicable):

Once your return is received and inspected, we will send you a message to notify you that we have received your returned item.

If the warranty applies, the refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a few days.

Delayed or Missing Refunds (if applicable):

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company; it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

Exchanges (if applicable):

If you wish to request an exchange for a product that is under warranty, please send an email to customer support explaining the reason, and we will respond with instructions and the address for returning the item(s).

Shipping Costs:

The company only covers shipping costs in the case of returns or exchanges due to product defects. If the reason is regret, the customer is responsible for the shipping costs (freight) to return the item and also for the shipping costs (freight) of the new chosen item.

Deadlines:

After receiving the returned item(s), we have a deadline of up to 5 (five) business days to resolve the case. The deadline for receiving the new item will vary depending on each case and the customer's location.

The refund deadline depends on the payment method used. If it was by credit card, the refund may take up to two billing cycles to be processed. This procedure is the responsibility of the credit card administrator.

Attention:

If you are sending an expensive item, you should consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item. Without receiving the product, we cannot proceed with the exchange or refund.

If you have any questions, please send us an email to customer support directly on the main page of the website.