

## Return Policy

### 1. Policy Scope

1.1. This Policy applies to the conditions for returning goods purchased from <https://www.records.com.co/>, hereinafter referred to as the "Seller".

1.2. The policy covers returns of goods made by individual customers, subject to any different conditions specified in the agreement between the Seller and the Customer.

### 2. Return Conditions

2.1. Goods purchased from the Seller can be returned within 14 days from the date of purchase, provided that the original packaging and condition of the goods remain unchanged.

2.2. Goods cannot be returned if they have been used, damaged, or show signs of use, unless the damage is due to a manufacturing defect.

### 3. Return Procedure

3.1. The customer is required to report their intention to return the goods by contacting the Seller's customer service within the period specified in point 2.1.

3.2. The return of goods should be made in the original packaging, along with proof of purchase and a return form filled out according to the Seller's instructions.

### 4. Return Costs

4.1. Costs associated with transporting the returned goods are borne by the Customer, unless the return is due to a defect in the goods or an error on the part of the Seller.

### 5. Refund

5.1. After accepting the returned goods and confirming compliance with the return conditions, the Seller will refund the amount for the purchased goods to the Customer's bank account within 14 business days.

5.2. The refund can only be made to the same form of payment used for the purchase.

### 6. Exceptions

6.1. Some products may be subject to different return conditions, which will be clearly specified at the time of purchase.

### 7. Contact

7.1. In case of questions or concerns regarding the return procedure, Customers can contact customer service at [info@records.com.co](mailto:info@records.com.co).

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