

Refund Policy

Returns

Our policy lasts 14 days. If 14 days have gone by since receiving the item, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require the original waybill to be included in the package.

There are certain situations where only partial refunds are granted (if applicable)

Any item not in its original condition, is damaged or missing parts for reasons not due to our error

Any item that is returned more than 14 days after receiving the item

In case of virtual items (workshops, gift cards, creative club) the purchase is equal to the booking fee and it is not refundable. It can be exchanged to an other date or virtual item.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

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.

If you've done all of this and you still have not received your refund yet, please contact us at hello@fankapanka.com

Sale items

Items with a 50% discount or more can not be refunded.

Custom orders

We can only accept returns of custom made garments if the items are defective, damaged, or the size is not suitable due to our error.

Exchanges (if applicable)

We replace items if they are defective, damaged, or the size is not suitable. If you need to exchange it for the same item, send us an email at hello@fankapanka.com and send your item to: Szaszák Fanni Kemény Ferenc sétány 2/B, Győr, 9025, Hungary.

Shipping

To return your product, you should mail your product to: Szaszák Fanni Kemény Ferenc sétány 2/B, Győr, 9025, Hungary.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.