

# Refund Policy

## Exchanges / Refunds / Replacements

**If you are within the 14-day return period, we offer you 3 options:**

**1. Exchange your item for a different size/color.**

Exchanges are only available for the size and/or color of the same style. Exchanging a different product is strictly not allowed. We recommend that you return your original item for a refund and then place a new order for the product you want.

**2. Refund details and vouchers**

By default, the repayment method is a voucher.

If you wish to receive a refund on the method of payment used for your purchase, you must notify us on the return form and a 15% inspection, storage and processing fee will apply. Orders that are exchanged or items that are returned/exchanged due to manufacturer's defect do not incur these restocking fees. The fee will be applied to the original order and the balance will be refunded.

Only the final price paid (after any reduction) will be refunded.

Discount codes or vouchers cannot be reissued and are not refundable.

**3. Replacement of an incorrect or faulty item**

We are so sorry! Please email us at [XXX@XXX.com](mailto:XXX@XXX.com) with the following details:

- Your order number
- Description of the problem (e.g. wrong / defective article)
- A photo or a video

### **How long does it take to get a refund?**

Generally, refunds can take up to two weeks to process. All refunds must be verified for authenticity and must be submitted to our accounting department for processing.

### **How do I return an item?**

- Each return request must be accompanied by a [return form](#).
- Please fill out this form as accurately as possible and send your item along with the form to the return address we will provide you by email.
- If you have any questions or concerns, please email us at [XXX@XXX](mailto:XXX@XXX)

### **Late or Missing Refunds :**

- Check your bank account
- Contact your bank
- Processing time usually takes 3 to 5 business days.

If you have done all of this and still have not received your refund, please contact us at [XXX@XXX](mailto:XXX@XXX)

### **Shipping :**

The customer is responsible for the payment of his own shipping costs for the return of an item. If you receive a voucher, it will correspond to the amount you paid. If you have notified us that you want a refund, you will receive exactly what you paid for the product minus the restocking fee.

If you want an exchange: Depending on your country of origin, your exchanged item may take 2 to 7 weeks to arrive.

**Disclaimer :**

If you are shipping items with a value of more than **50€**, we strongly suggest that you send the product back to us with a tracking number.