

Returns

For all online purchases, all risk (including risk of loss and/or damage to the products) shall pass to you when they are delivered to third party shipping carrier and we will not be liable for a refund or replacement in the event that the address you specified is incorrect. Occasionally, the supply of the products you ordered may be delayed or prevented for reasons beyond our control (e.g. material shortages, import delays or higher than anticipated demand). Where this is the case, we shall be under no liability to you for such delay or failure.

We offer a thirty (30) day discretionary return policy, under which you can request to return a product that you have purchased online and receive a refund of the purchase price of the product. If the full order is returned, you will be entitled to a full refund of the shipping fees incurred in the original order. This policy does not apply to defective or damaged products. If a product offered by the Company is not as described, your sole remedy is to return it in an unused condition.

Any return made under this policy must be received by us within thirty (30) days of the date upon which you received your order. We monitor the number of returns made by customers and may refuse to accept requests for future orders at our sole discretion if goods are returned repeatedly.

This General Returns Policy does not apply if the product:

- Is not in its original unopened packaging with all labels still attached;
- Is not in its original state and has items missing;
- Has already been used;
- Was a clearance item marked as non-returnable
- Sold as part of a promotion;
- Order Cancellation

If you wish to cancel your order, you may do so by following the “cancel order” link provided in the order confirmation email. Orders may only be cancelled within one hour of receiving the confirmation email.

If you paid by credit card or debit card, and have cancelled in accordance with this clause, we will process a refund transaction. The Company is not responsible for how long this will take to be reflected on your account.

Subject to local consumer protection laws applying in the country of purchase, please note we cannot accept cancellations outside of the specified periods as the orders will have been processed and can only then be cancelled through the refund process mentioned above.

Refunds will be done only through the original mode of payment.