

RETURN POLICY

1. HOW TO SUBMIT A RETURN REQUEST

1.1 If you wish to return your order:

a) you can notify us by email before we have dispatched the goods to you;

or

b) where goods have already been dispatched to you, by returning goods to us in accordance with clause 1.2 below.

1.2 You can return goods you have ordered from us for any reason at any time within 14 days of receipt for a full refund or exchange. The costs of returning goods to us shall be borne by you.

1.3 Upon receipt of the goods we will give you a full refund of the amount paid or an exchange credit as required.

1.4 The rights to return the goods to us as referred to in clause 1.3 will not apply in the following circumstances: -

in the event that the product has been used.

to any products that we have made or customised specifically for you

The provisions of this clause 1.4 do not affect your statutory rights.

Return email: shop@2202heshan.com