

## Return and Refund Policy

We want to make sure that you are satisfied with your order .

### **Return**

The option to return items is valid for 14 days. If more than 14 days have passed since your purchase, we cannot offer a refund.

Only unused items in the same condition as when you received them are eligible for a return. You will also provide a Proof of purchase.

- In certain situations, only partial refunds will be granted depends on a situation.
- Items not in their original condition, damaged, or missing parts due to reasons not caused by us, a refund will be rejected.

- **Shipping**

To return your product, you should send it to the following address

***Olieslagersstraat 567, 6044TT Roermond The Netherlands .***

***Items sent back to us without first requesting a refund will not be accepted.***

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable.

If you are shipping more than one item worth more than €75, consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

In case of a damaged product or a manufacturing error, Please get in touch with us and provide a clear photo/ video showing the issue. We still have the right to investigate the issue and decline the refund in case the damage was not true

### **Refunds (if applicable)**

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

If your refund is approved, a refund will automatically be applied to your credit card or original payment method within a certain number of days, up to 10 business days

### **Late or missing refunds**

If you haven't received your refund yet, first check your bank account.

Then contact your credit card company, as it may take some time for your refund to be officially posted. Next, contact your bank. There is often some processing time before a refund is posted.

If you've done what is mentioned above and still have not received your refund, please contact us at [info@nabilaleid.nl](mailto:info@nabilaleid.nl)

**Exceptions / non-returnable/ refundable items**

- Final sale items

**We don't offer Exchanges service**

Exchanges are not supported if you ordered the wrong size, color.

Make a separate purchase for the new item, and we will handel your returned item

**Note**

Any goods purchased can only be returned in accordance with the Terms and Conditions and Returns Policy.

We reserve the right to refuse or cancel Your refund if fraud, an unauthorized or illegal maneuvers or transaction is suspected.

If you have questions, don't hesitate to contact us