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## Refund policy

### Returns

Our policy lasts 30 days. If 30 days have gone by since your purchase, 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 a receipt or proof of purchase.

### Refunds (if applicable)

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 applicable)

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 [om2zen@outlook.com](mailto:om2zen@outlook.com)

### Sale or Clearance items (if applicable)

Only regular priced items may be refunded, unfortunately sale or clearance items cannot be refunded, unless they are faulty or damaged.

### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [om2zen@outlook.com](mailto:om2zen@outlook.com) and await further instructions.

### Shipping

To return your product, you should email [om2zen@outlook.com](mailto:om2zen@outlook.com) for instructions.

You will be responsible for paying for your own shipping costs for returning your item (unless the item is faulty). Original Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Original Shipping Costs and the cost of Return Shipping are only refunded if an item is faulty, or you received an incorrect item. Any refund of shipping charges will be agreed prior to arranging to return the items.

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