

# Return policy

Our policy is valid for 14 calendar days from the date of the purchase. We do not offer refunds however you can return the product for an exchange. If the period of 14 days has elapsed since the purchase, we can't, unfortunately, offer you an exchange.

## Exchange requirements

The following criteria must be met to qualify for an exchange:

- Product is defective
- Product is not as described
- Product must not be damaged

To ensure the above criteria have been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue an exchange.

## Sale and clearance items

Only regular-priced items may be exchanged, unfortunately, sale or clearance items cannot be exchanged.

## Shipping items

To return an order, you must contact us first.

You will be responsible for paying for the shipping costs of the items that you wish to exchange. We will not refund the shipping costs.

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject an exchange.

## Contacting us

If you would like to contact us concerning any matter relating to this Refund Policy, you may send an email to [jp4customs@yahoo.com](mailto:jp4customs@yahoo.com)

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