



TATREEZ DESIGN

## RETURN & EXCHANGE POLICY

In case of a customer would like to proceed with returning a product, he/she should contact TATREEZ DESIGN through the email: [info@tatreezdesign.com](mailto:info@tatreezdesign.com) and communicate their intention to return the purchased products, within a maximum of 5 working days from the date of receipt of the order. You must specify the order number, the references of the products to be returned, reason for the return, the address of collection and your preference for the pick-up time morning or afternoon.

You must send the products in perfect condition and with their original packaging, including all accessories. It is an essential condition that the material HAS NOT SUFFERED ANY DAMAGE once unpacked.

Once all these points have been checked, the user will be sent an email confirming the acceptance of the return. When the returned items are in our warehouse stores and verified that the above conditions are met, we will proceed to refund the amount by debit card debit.

The shipping expenses will be paid by the customer, as long as the product originally received was not damaged.

The reimbursement to the user's account as a result of this return will be made in the shortest possible time from the receipt of the products by TATREEZ DESIGN.

The refund will be made on the same card used for payment and will be available within 48 hours on debit card and up to 30 days on credit cards.

In case the recipient of the products and who has made the payment of the order are not the same person, the refund will be made by TATREEZ DESIGN to whoever made the payment.

If the return cannot be accepted due to its lack of conformity with the conditions indicated above, the user will not be entitled to receive any refund.

It is not possible to change one product for another. If a customer would like to make a change, he/she must return the original product assuming the shipping expenses and then process a new order to purchase the desired product.