

## International Shipping Terms and Conditions

### International Return Policy

We strive to ensure your satisfaction with every purchase. If you wish to return an item, please review the following policy:

#### 1. Shipping Fees

- Shipping fees are calculated based on the destination and weight of the package and are delivered via DHL. The exact shipping cost will be displayed at checkout.

#### 2. Return Eligibility

- Items must be returned within 14 days of delivery.
- The product must be unused, in its original condition, and include all original packaging, tags, and accessories.
- Custom or personalized items, clearance items, and perishable goods are not eligible for return unless defective.

#### 3. Return Shipping Costs

- Return shipping costs are the responsibility of the customer, including any duties, taxes, or additional fees incurred.
- We recommend using a trackable shipping method to ensure the safe return of your item.

#### 4. Refunds

- Refunds will be processed once the returned item is received and inspected.
- The refund amount will be deducted by the original shipping fee.
- The refund will be issued to the original payment method and may take up to 10 business days to appear in your account.

#### 5. Delayed or Unreturned Orders

- If an order is returned due to an expired delivery timeframe or non-collection, it will not be eligible for a refund.
- If you still want the order, we can resend it, but a new shipping fee will apply.

#### 6. Damaged or Defective Items

- If your item arrives damaged or defective, please contact us within 7 days of delivery, providing photos and details of the issue.
- We will arrange a replacement or refund as necessary.

By placing an international order, you agree to this return policy. If you have any questions, please contact our customer support team.

