

Return Policy

If you are not happy with your purchase, we will accept a return of a unused product within 14 days. Once we receive the returned item we will then give a refund.

1. 10% restocking fee will be charged for refund.
2. Shipping fees are non-refundable.
3. Return shipping label will be paid for by the buyer.
4. 14-day return policy only.
5. Using the Original Package Boxes.

Please allow 1-2 weeks for your return to be processed.

Before shipping, please contact us to get return number.

Discounted items are not eligible for a return.

TSM Synergy Solutions SRL will not issue refunds for products purchased through other entities, such as distributors or retail partners.

Returned items must be delivered to us unused, in original packaging and in the condition, they were received or may not be eligible for refund or be subject to a restocking fee. We cannot be held responsible for items damaged or lost in return shipment; therefore we recommend an insured and trackable mail service.

We are unable to issue a refund without actual receipt of the item(s) or proof of received return delivery.

We aim to accept all returns. In the unlikely event that an item is returned to us in an unsuitable condition, we may have to send it back to you. All goods will be inspected on return.