

# Replacement Policy

## Replacements

Our policy lasts 12 months. If 12 months have gone by since your purchase, unfortunately we can't offer you an exchange.

To be eligible for a replacement, your item must be in the same condition that you received it. It must also be in the original packaging.

To complete your replacement, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

## Replacement (if applicable)

Once your original bought product is received and inspected, we will send you an email or text to notify you that we have received your returned item. We will also notify you of the approval or rejection of your replacement.

If you are approved, then your replacement will be processed within a certain amount of days and you will not be subjected to avail any further replacements for that particular product.

If your item is rejected for replacement then your original bought product will be returned to you as it is to the shipping address as per your requirement and the warranty of the product will be nullified.

## Sale items (if applicable)

Only regular priced items may be replaced, unfortunately sale items cannot be replaced.

## 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 [infoa7global@gmail.com](mailto:infoa7global@gmail.com).

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

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

If you are shipping an item over \$75, you should consider using a traceable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.