

RETURNS GROGUE OFFICIAL

RETURN STEPS:

1. Read our return policy
2. Email to info@groguofficial.com with your complaint and if you want a refund or exchange
3. Wait for our reply with the next steps

POLICY

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. This means you should send an e-mail to info@groguofficial.com in 14 days after receiving your product. After notifying us you have the same time as the time spend from placing your order until receiving your product.

For example: You received your products 7 days after placing your order. This means you have 7 days to return the goods after you receive our reply with the steps to return the product.

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

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases

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

Please do not send your purchase back to the manufacturer or to us without notifying us first on info@groguofficial.com

There are certain situations where only partial refunds are granted:

- * Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- * Any item that is returned more than 14 days after delivery

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of 30 days.

LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card or other payment company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@grogueofficial.com

EXCHANGES

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 info@grogueofficial.com and send your item after we agree with the exchange to: Hoogstraat 5, Koog aan de Zaan, NH, 1541KW, Netherlands.

GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll have to contact original buyer to exchange or return the products. We can only talk to the person who bought the product.

SHIPPING

To return your product, you should mail your product after our agreement by e-mail to: Hoogstraat 5, Koog aan de Zaan, NH, 1541KW, Netherlands.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

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 trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.