

Return & Refund Policy

The return period is 7 days of receiving the goods for online purchases.

The return period is 14 days of receiving the goods for goods purchased from points of sale.

Returns after cooling periods: by agreement with the seller.

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

The buyer has the rights to refer to other evidence of the purchase of the goods from the seller in case of lack of a document confirming the fact and conditions of the purchase of the goods.

If an item you receive is damaged or defective, the return period is 30 days of receiving the goods. The warranty period is 30 days.

The goods are non-refundable if the defects are a result of improper use of the bottle by the consumer.

Support department Email: _support.eu@agenyz.com

Working hrs are 8:00am to 4:30pm 10 до 18.00, Monday to Friday.

The original shipping cost and return shipping fee will be deducted from your refund in case of a return. The money will be refunded no later than 10 days from the date of the buyer's request.

You have to apply to the email support.eu@agenyz.com with the following information:

- Buyer information
- Seller Information
- Purchased item
- Date of purchase
- Product category;
- Reason for product return
- Presentation of product
- A document confirming the fact of the purchase of the specified product
- Request for an exchange of goods or a refund

The application must be sent only by the buyer who wishes an exchange of goods or a refund.

Goods are non-refundable:

- If the defects are a result of improper use of the goods by the buyer
- If the buyer was informed in advance about the existing defects
- If the warranty has expired