

Delivery and Return Conditions

Delivery Conditions

Order Processing

1. Order Confirmation: Once an order is placed, an email confirmation will be sent to the customer.
2. Processing Time: Orders are processed within 1-2 business days. Orders placed on weekends or holidays will be processed the next business day.

Shipping

1. Shipping Methods: We offer various shipping methods, including standard and expedited shipping. Shipping options will be provided at checkout.
2. Shipping Costs: Shipping costs are calculated based on the shipping method chosen, the weight of the package, and the destination.
3. Delivery Time: Delivery times vary based on the selected shipping method and the destination. Estimated delivery times will be provided at checkout.

International Shipping

1. Customs and Duties: International orders may be subject to customs duties and taxes. These charges are the responsibility of the customer.
2. Delivery Time: International delivery times may vary based on customs processing and the destination country.

Order Tracking

1. Tracking Information: Once an order is shipped, a tracking number will be provided via email.

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2. Tracking Updates: Customers can track their order using the provided tracking number on the carrier's website.

Return Conditions

Return Eligibility

1. Return Window: Customers have 30 days from the date of delivery to return an item.
2. Condition of Items: Items must be returned in their original condition, unused, and in the original packaging.

Return Process

1. Return Request: Customers must contact customer service to initiate a return. A return authorization number will be provided.
2. Return Shipping: Customers are responsible for return shipping costs unless the return is due to a defective or incorrect item.
3. Return Address: Return items should be sent to the address provided by customer service.

Refunds

1. Processing Time: Refunds will be processed within 7-10 business days of receiving the returned item.
2. Refund Method: Refunds will be issued to the original payment method used at the time of purchase.
3. Shipping Costs: Original shipping costs are non-refundable, except in cases where the return is

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due to a defective or incorrect item.

Exchanges

1. Exchange Requests: Customers must contact customer service to request an exchange.

Exchanges are subject to product availability.

2. Processing Time: Exchanges will be processed within 7-10 business days of receiving the returned item.

Damaged or Defective Items

1. Reporting Issues: Customers should inspect their order upon delivery and report any damage or defects to customer service within 7 days of receiving the item.

2. Resolution: We will work with the customer to resolve any issues with damaged or defective items, including offering a replacement or refund.

Contact Information

For any questions or concerns regarding delivery and return conditions, please contact our customer service team at support@omermeraloglu.com or call +1 (800) 123-4567.