

# REFUND POLICY

## RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

Adequate quality goods are final sale. We only accept a return of rejected goods or goods distinctly different from the description.

PLEASE NOTE: If you want to cancel an order that is already on the way or that is already in your destination country, you should pay for the delivery.

**Only regular priced items may be refunded, unfortunately sale items cannot be refunded.**

In case goods failed to come in order of size, color or style we will not be able to make the return.

Please look to size chart specified on the website while placing an order.

In case you received the rejected goods, please, contact the Support service, send us an email at [info@timbergood.com](mailto:info@timbergood.com). Specify goods, apply photo of the defect or discrepancy or return reason.

Note that we can accept goods only in case its marketable condition, consumer attributes, stamps, and factory labels or packing box are untouched.

We will contact you within 24 hours.

Attention: Please, do not return the parcel post to the address specified on a parcel, it - not the address for return. If you sent goods without notice of Support Service, such goods are not accepted.

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.

## 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 days.

## LATE OR MISSING REFUNDS

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

Then contact your credit card 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@timbergood.com](mailto:info@timbergood.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@timbergood.com](mailto:info@timbergood.com).