



CANASITY'S RETURN POLICY

The consumer can request the return of the products in the following situations:

The product does not comply with the specifications on the site. If the ordered product proves not to comply with the specifications in our offer, the Consumer may request its return for replacement or full refund of the value. If the replacement is agreed with a product of a higher value, you will pay the difference, respectively if the value is lower, you will receive a partial refund up to the value of the replacement product. In this case, the return and shipping costs for the replacement product, if any, are borne by Canasity.

Products that were delivered incorrectly. Delivery of products other than those requested must be reported immediately, and the Consumer will refuse receipt. The consumer can request its return for replacement, and if the product is no longer in stock, he can opt for replacement or full refund of the value. If the replacement is agreed with a product of a higher value, you will pay the difference, respectively if the value is lower, you will receive a partial refund up to the value of the replacement product. In this case, the return and shipping costs for the replacement product, if any, are borne by Canasity.

The product can only be returned if it is in perfect condition, including packaging, ie does not show any signs of wear or tear, is unopened or sealed. The return term is a maximum of 14 days from the order date.

The return of unsealed products for hygienic reasons is not accepted.

Depending on the condition of the returned product, it will be decided whether the refund can be accepted.

In case of return / replacement of the products as a result of giving up the purchase, the return / replacement costs are borne by the customer. Repeated purchase may be considered an abuse.

According to OG 34/2014 of 04/06/2014, cosmetic products that have a box and foil sealed at the time of sale can only be returned if they are sealed. Products that no longer have the complete original packaging in which they were delivered cannot be returned.

RETURN PROCEDURE

Send an e-mail to info@canasity.com with the subject "Request for return" specifying: invoice number / order number; the date of the order of the product to be returned, the condition of the product at the time of the request, the reason for the return. Attach a copy of the invoice and information by which we can identify your purchase.

Seal the product (s) in bubble wrap for protection and then in a cardboard box so that it does not deteriorate along the route.

Furthermore, please indicate how we will proceed if your return is accepted, ie if the goods require an exchange (same product) or the amount is refunded. In case of a refund request, indicate the IBAN account in RON (24 characters) in which you want us to refund the amount. Don't forget to provide us with full contact details, order number, email address and phone number to process your request correctly and quickly. The refund of the value of the order / product if the return is accepted will be made within 14 days.

SC MEDICINE PARK SRL

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