

# Refund Policy of the SM16:7 online store.

## 1. General Conditions

We want you to be fully satisfied with your purchase. If for any reason you are not happy with your order, you have the right to return it within 14 days from the date you received it — without giving any reason.

To initiate a return, please contact us at [contact@sm167.com](mailto:contact@sm167.com) before sending the item back.

## 2. Eligibility for Returns

To be eligible for a return:

- The item must be unused, in original condition, and in its original packaging (including box, papers, and protective film, if applicable).
- Proof of purchase (order confirmation or receipt) must be provided.
- Returns requested after 14 days from delivery cannot be accepted.
- Items returned with visible signs of use, wear, or damage not caused during shipping may not qualify for a refund.

## 3. Return Process

- Contact us at [contact@sm167.com](mailto:contact@sm167.com) with your order number and reason for return.
- You will receive detailed instructions on where to send your item.
- Ship the item back using a trackable and insured service.
- Once we receive and inspect the product, you will receive an email notification about the status of your refund.

Please note:

- The customer is responsible for return shipping costs.
- We recommend using reliable postal or courier services.

## 4. Refunds

Once your return is approved, a refund will be processed within 14 days to your original method of payment. If your return is rejected (e.g., due to damage or signs of use), we will notify you by email and return the product to you. Refunds may take additional time to appear on your account depending on your bank or payment provider.

## 5. Exchanges

We do not offer direct product exchanges. If you wish to replace an item, please return it for a refund and place a new order through the store. Returns requested after 14 days from delivery cannot be accepted.

## 6. Damaged or Defective Items

If you receive a damaged or faulty product, contact us immediately at [contact@sm167.com](mailto:contact@sm167.com) — no later than 7 days after delivery. We will arrange a replacement, repair, or refund in accordance with your rights under EU consumer law.

If your package arrives damaged, please make sure to prepare a damage report in the presence of the courier at the time of delivery. Additionally, take clear photos of the damaged packaging and contents, and then contact us at [contact@sm167.com](mailto:contact@sm167.com) so we can assist you further.

## 7. Non-Returnable Items

For hygiene and safety reasons, we cannot accept returns for:

- Items showing visible signs of wear
- Custom-modified or personalized items