

Eligibility for Refund:

To be eligible for a refund, the following conditions must be met:

- **Timeframe:** You must request a refund within one week (7 days) from the date of purchase.
- **Condition:** The product must be in its original, unopened, and undamaged condition. It should be returned in its original packaging, including all accessories and documentation.

How to Request a Refund:

To request a refund, please follow these steps:

- **Contact Customer Support:** Reach out to our Customer Support team via isoservice2@gmail.com to initiate the refund process.
- **Provide Proof of Purchase:** You will be required to provide a copy of your receipt or order confirmation as proof of purchase.
- **Return the Product:** If your refund request is approved, we will provide you with instructions on how to return the product. You will be responsible for the return shipping costs.

Refund Process:

Once we receive the returned product and confirm that it meets the eligibility criteria, we will process your refund. The refund will be issued to the original payment method used for the purchase. Please allow up to 3 business days for the refund to reflect in your account.

Non-Refundable Items:

The following items are not eligible for refunds:

- **Customized or Personalized Products:** Products that have been customized or personalized according to your specifications.

Exchanges:

We do not offer direct exchanges. If you wish to exchange a product for a different item, please follow the refund process and then place a new order for the desired item.

Cancellation of Orders:

If you decide to cancel your order before it is shipped, you may be eligible for a full refund. Contact our Customer Support team as soon as possible to request a cancellation.

Contact Information:

If you have any questions or need assistance with your refund request, please contact our Customer Support team at isoservice2@gmail.com.

ISO 3DESIGN reserves the right to amend this refund policy at any time without prior notice. It is your responsibility to review this policy periodically for any changes.

This refund policy is effective as of - 9th of September, 2023.

Thank you for choosing ISO 3DESIGN. We appreciate your business and strive to ensure your satisfaction with our products and services.