

EXCHANGES AND RETURNS

At Rezizt we understand the needs of our clients, and the fact that sometimes products can be ordered incorrectly, and we aim to be as helpful and accommodating as possible.

By law, you have the right to cancel an order and return the items within 14 days, unopened and in a resaleable condition, for refund of the purchase price only.

This does not apply to bespoke items. These can only be cancelled prior to manufacture or returned if mis-delivered, faulty or damaged in transit.

Returning goods

To return an item for refund or exchange, please initially advise us by email sales@rezizt.com and then send back the item/s in the original packaging ensuring they are packed in a way to prevent any damage.

For items being returned due to damage, faulty goods or incorrectly received, Rezizt will arrange the return at no cost to yourselves. For items being returned as no longer required, the cost of return will be your responsibility unless you are making an exchange.

For goods being returned by you, we recommend sending via registered mail with a proof of postage and tracking number. We cannot be held responsible for goods that do not reach us.

On receipt of the returned product, we will either issue a full refund or exchange your products as per your instructions.

If an item is being returned due to being faulty, we may wish to inspect the item for testing before replacement items or a refund can be issued. This could take up to 28 days.

Refund of delivery charges

Any goods found to be faulty, damaged in transit or mis-delivered, can either have a replacement item sent or a full refund given, including outward and return delivery charges.

Transaction fees

Where returned or cancelled goods have been purchased with a credit card, a transaction fee of around 3.5% will be incurred unless said goods are found to be faulty or damaged. This fee is levied by our payment service and is otherwise unrecoverable by Lynchemere Ltd, inc Rezizt.