

REFUND & EXCHANGES

We offer a 14 Day Refund/Exchange Guarantee from the date of your purchase.

If 14 days have gone by since your purchase, unfortunately a refund/exchange is not valid.

REFUNDS

We offer a 14 Day Money Back Guarantee. Please email our Customer Support with detailed information of your claim.

Once we have assessed your claim, we will contact you with the status of your refund.

Feedback can take up to 2 business days. If your refund is approved, we will initiate a refund to the original payment method that was used.

In the case you no longer have that payment method, we are only able to issue store credit.

Any refund offered will not include the original delivery cost.

After 14 days of the order being placed, we will not be able to refund or exchange any items.

EXCHANGES

Exchanges will only be permitted if you received the wrong product. Please email our Customer Support with detailed information of your claim. nertasales@uthindents.com

In this instance, we will send a replacement of the correct order to you. Refunds will not be issued.

After 14 days of the order being placed, we will not be able to refund or exchange any items.

DELAYED DELIVERY:

While we work together with our courier team to provide you the best service possible, we can not accommodate for certain unforeseen circumstances.

We are unable to refund for items not being delivered by a specific date.

Once an order has been sent out we will have no further control of the process and we will no longer be able to edit or cancel the order.

RETURNS:

Refunds will not be processed for items returned to this address unless it has been approved beforehand by our customer service department

CONTACT US:

If you have any queries at all, please contact us at nertasales@uthindents.com