

### **Returns and exchanges**

We take photos of the product before delivery and after receiving, if you confirm that the product has no quality problems, we will refuse returns, exchanges and refunds.

If the product has quality problems, after receiving the goods, we will resend the products with quality problems free of charge or compensate for the products with problems.

Only if the product has quality problems, we will do returns, exchanges and refunds.

### **Backorder product**

For some of our products, we offer the ability to place a special order called a backorder. An item being on backorder means the item was not in stock at the time of order. After you place your order, the product is created specifically for you!

We will always notify you when you add a backorder item to your cart. We also call out backorder items during our checkout process, so you will always know in advance if an item will be a backorder shipment.

Since backorders are custom orders, they can not be cancelled after the order is submitted. We recommend making sure that all details are correct before completing your order.