

OUR REFUND POLICY

We handle refunds, with the ultimate goal of making our customers feel real secure that they will receive exactly those and such items that they ordered, within a certain limited period of time. We stand behind our products, and want our customers to feel relaxed and have a great time when making the decision on purchasing them.

Our philosophy is to deal with refunds, not with returns of goods, due to very high expenses of shipping and packaging of glass products. We also don't accept exchanges or cancellations of paid orders.

We firmly believe that we treat our customers fairly in terms of our products, which are more beautiful in nature when taken in hand than that it can be seen from the photos on the website itself. When we choose to provide a refund, based on the record of sale the refund will be provided at the purchased price, including shipping cost if any.

1. We strongly guarantee that you will get all items you ordered within a certain limited period of time

FOR SHIPMENTS UNDER DE MINIMIS VALUE

If you haven't received your order maximum within 30 days after shipping day, please contact us directly at info@synchropaint.com

After we acknowledge the delay reasons, provided that it was not caused by you being unreachable on your specified address, you will get your money back.

FOR SHIPMENTS OVER DE MINIMIS VALUE (it including additional projecting time for customs clearance)

If you haven't received your order maximum within 45 days after shipping day, please contact us directly at info@synchropaint.com

After we acknowledge the delay reasons, provided that it was not caused by you being unreachable on your specified address, and/or provided that it was not caused by you not paying customs duty and due tax, you will get your money back.

2. We strongly guarantee that you will get the item as described in the product description list

If you have received defective, damaged or incorrect item, please contact us, within 48 hours of receipt of product, directly at info@synchropaint.com

After you send us email with attached photo of the item, showing item deviation from the description, you will get your money back.