

# MELLOW CONCEPT STORE - TERMS & CONDITIONS

## 1. Who We Are

Mellow is a European concept store offering non-toxic, sustainable products for pets, babies, and homes. All items are carefully selected or designed in-house using real, safe materials-no plastic, no toxins.

## 2. Orders & Fulfillment

- All orders are confirmed via email and processed within 2-4 business days.
- We produce and ship from Poland using eco-conscious partners.
- Tracking information is provided once the order is shipped.

## 3. Shipping

- International shipping is available.
- Shipping costs are calculated at checkout and vary based on destination.
- Customs and import duties are the buyer's responsibility.

## 4. Returns & Exchanges

- We accept returns within 14 days of delivery for unused items in original condition.
- To initiate a return, contact us at [hi@mellowconceptstore.co](mailto:hi@mellowconceptstore.co).
- Return shipping costs are the customer's responsibility unless the item is defective.

## 5. Materials & Safety

- We only use certified, natural materials such as sheepskin, wool, silk, and wood.
- All products are free from synthetic fibers, flame retardants, and other harmful substances.

## 6. Wholesale & B2B

- For wholesale inquiries, custom projects, and B2B partnerships, please email: [studio@mellowconceptstore.co](mailto:studio@mellowconceptstore.co).

## 7. Legal

- All content and product designs are the intellectual property of Mellow Concept Store.
- Unauthorized use or reproduction is prohibited.
- Disputes are governed by Swiss law.

## 8. Contact

Mellow Concept Store

Email: [hi@mellowconceptstore.co](mailto:hi@mellowconceptstore.co)

Website: [www.mellowconceptstore.co](http://www.mellowconceptstore.co)