

RETURNS POLICY

THE ITEM I ORDERED ARRIVED DAMAGED, FAULTY OR DOESN'T WORK AS INTENDED.

Please contact us on the [Contact Page](#) of our website to assist you and assess the best steps to take. We might ask you to return the product for a complete assessment.

Once we have confirmed the damage or fault, it will be repaired or replaced free of charge.

For fast processing of your return once approved, please ensure the following:

- You retain the original packaging.
- You accurately describe the fault or damage and add it to the packaging
- You attach clear photographs of the damage

[Contact customer service](#) to arrange a return.

I'VE HAD MY ITEM FOR A WHILE, BUT IT NO LONGER WORKS AS DESCRIBED

If your item becomes faulty after a period of time, we will assist wherever possible to repair or replace your item. We are committed to protecting your rights under the Consumer Guarantees Act, and working with our suppliers to assist with warranty claims. Please note items that require repair or assessment by a 3rd party can take several weeks to be processed.

For the fast processing of your return, please ensure the following:

- You provide the original packaging (if you still have it)
- You accurately describe the fault or damage (this will ensure we can reproduce the fault or error)
- You attach clear photographs of the damage

[Contact customer service](#) to arrange a return.

I'VE CHANGED MY MIND AND NO LONGER WANT THE ITEM I ORDERED

If you've changed your mind you can return your item as long as it's unopened, in mint condition and returned within 14 days of delivery. The shipping for the return will also be at the cost of the buyer. Once we've received the item and our returns team confirms everything checks out OK, you will receive an account credit.

[Contact customer service](#) to arrange a return.

THE ITEM I RECEIVED IS NOT THE ITEM I ORDERED

Provided the item is unopened and in mint condition we'll replace the item or provide a full refund. Please arrange to return the item to STARCK limited for assessment.

[Contact customer service](#) to arrange a return.

I ORDERED AN INCOMPATIBLE ITEM

If you ordered a product designed to work with another product, and upon opening the product you discover they are incompatible, STARCK limited will accept a return if:

- there was an error on STARCK limited's website or product description
- the product description lacked information that would reasonably be required to determine compatibility

If the incompatibility of products could be reasonably determined by reading the product description, STARCK limited may accept the return back at its sole discretion. In some cases, a 20% restocking fee may apply and for the product to be in a resealable condition.

[Contact customer service](#) to arrange a return.