

****CANCELLATION AND REFUNDS POLICY****

Date: 05/21/2025

Customers may request the exchange or refund of items within (7) seven days following the delivery of their order. To initiate this process, items must be returned in unused condition and accompanied by the original invoice. Please note that returns will only be accepted if the labels and original packaging remain fully intact. SCENTRIC PERFUMERY Online Store cannot accept returns of items with removed or damaged labels.

Customers are responsible for the shipping costs associated with returning items to SCENTRIC PERFUMERY Online Store. It is important to note that items lost during transportation will not be compensated. Shipping charges for returned merchandise shall be borne by the customer. Nevertheless, SCENTRIC PERFUMERY Online Store shall not impose additional shipping fees for exchanges. Refunds for returned merchandise will be processed within one week of receipt of the product and will be credited to the original purchaser's credit card or bank account. Please be advised that additional duties and/or taxes will not be refunded, nor will shipping costs.

All exchanges are contingent upon product availability. Faulty items will be exchanged for the same type of product, subject to availability. Refunds for faulty items may be requested within the seven-day period following delivery. Exchanges and returns must be conducted in accordance with the guidelines provided by SCENTRIC PERFUMERY Online Store.