

Refunds & Returns Policy

Description

Order cancellation

All orders can be canceled until they are shipped. If your order has been paid and you need to change or cancel it, please contact us within 12 hours.

Refunds

Your satisfaction is our #1 priority. We want you to shop with confidence. That's why we proudly offer an absolute satisfaction guarantees that ensure you'll receive your item on time and as described.

Our highest priority is to make you happy, so everyone who shops on splendena.com receives the following guarantees:

- full refund if you don't receive your order;
- full refund if your order does not arrive within the guaranteed time (45 business days not including 1-3 business days processing);
- full or partial refund if the item is not as described;

Full refunds are not available under the following circumstances:

- your order does not arrive due to factors within your control (e.g. providing the wrong shipping address)
- your order does not arrive due to exceptional circumstances outside our control (e.g. not cleared by customs, delayed by a natural disaster).

All our products are backed with 60-day money back guarantee. Just send us a message on [Contact Us page](#) or contact us at support@splendena.com and we will refund the purchase price.

Easy Returns

All our products are backed with 30-day money back guarantee. Just contact us and we will refund the purchase price.

We stand behind everything we sell. If you are not satisfied with your purchase, you can return it for a replacement or refund. No questions asked! You only should return it at your expense.

Please contact us first and we will guide you through the steps. We are always ready to give you the best solutions!

Please do not send your purchase back to us unless we authorize you to do so.

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Author

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