

RETURN POLICY:

Thanks for shopping at Amazonia. If you're not completely satisfied with your purchase, we're here to help.

Returns:

You can return your purchase within 14 days from the day you received your order. If you received your purchase more than 14 days ago, we, unfortunately, can't offer refunds or exchanges anymore.

You're eligible for a return if your item is in the same condition as you've received it (tags and stickers attached if applicable). It has to be in its original packaging. We'll also need proof of purchase or a purchase receipt.

Please email us at: contact@amazoniacompany.com with a brief description of your issue (if there was any), and any other details you would like to include along with your order number.

Refunds:

Once we received your returned purchase we will inspect it (for your protection and ours, we keep photos and videos of every part of the item), and notify you via e-mail that we've received your returned item. We'll also let you know if your refund is approved or rejected.

If the return is approved, we will issue a refund to the original method of payment. The time it takes for you to receive the credit depends on your credit card issuer's policies.

Exchanges:

We are not allowing exchanges at this time.

Shipping:

Shipping your purchase back is easy: Just contact us and we'll send you a prepaid shipping label. Please note that return shipping fees are non-refundable.

If you have any questions regarding returns, exchanges or refunds, please feel free to reach out to us at the email address provided above or check out our FAQ.