

Refund and Return Policy

1. Cancellation and Return Rights:

- You have the right to cancel your order before it has been dispatched.
- You may also cancel your order within 14 days of receipt, including partial cancellations.
- Only full boxes or complete sheets of material can be returned.
- Custom or non-standard goods can only be returned if they have a manufacturing fault or are damaged upon arrival.

2. Return Procedure:

- To initiate a return, you must contact us within 14 days of receipt.
- The goods must be dispatched to us within 14 days of notifying us.
- You are responsible for the cost of returning the goods, unless they are faulty or damaged.
- We recommend retaining the original packaging for the return.
- You are liable for the condition of the goods while they are in your possession.

3. Exceptions to Returns:

- Goods deemed damaged or improperly packaged upon return will not be accepted.
- Returns must be made with a valid returns reference obtained by contacting us.

4. Damaged or Faulty Goods:

- If goods arrive damaged or have a manufacturing fault, contact our customer care team for replacement or return options.

5. Refund Process:

- Upon receiving the returned goods, we will inspect them to ensure they are resalable.
- Refunds will be issued to the original payment method within 14 days, or up to 14 days during peak periods.

6. Contact Information:

- For further information or assistance, contact us at email sales@activiors.com, or call +92 342 0042042.