

1. HOW CAN I SIGN UP?

EXAMPLE: If you click on the Member icon in the upper right corner of our pages and then click on the "Sign Up Now" button, you can easily become a member of our site after filling out the membership form.

2. CAN I SHOP WITHOUT SIGNING UP?

You can complete your shopping by using the option "Continue without signing up".

3. HOW CAN I CANCEL MY ORDER?

If your order has not been shipped yet, you can easily create a cancellation request for your order by clicking on the 'cancel order' button on the 'My Account/Orders' page. If your order has already been shipped and delivered to you, you can cancel the order by returning the item.

4. HOW CAN I RETURN PRODUCT(S) I HAVE PURCHASED FROM THE ONLINE SHOP?

You can return a product you have purchased within 30 days from the invoice date.

If you have made your purchase using your online account on our website:

- Log in with your username and password.
- Create a return request in the order details section.
- Complete the return process by choosing the most convenient delivery method.

If you made your purchase as a guest user:

- Log in via the link provided in the email that we have sent you about your order.
- Create a return request.

We will send you a return label based on your return request.

- Please print out the return label.

Bring the printout of the return label alongside the product(s) to the most convenient return point.

Products must be returned within 15 days from the date of receipt of the email confirming shipment of the order.

Your purchase receipt will be required for the return.

Products that are requested to be returned must be returned as they were delivered to you, unused, without any damage to the packaging, and in a marketable form.

5. WHEN WILL THE PURCHASE PRICE OF THE PRODUCT I INTEND TO RETURN BE TRANSFERRED TO MY ACCOUNT?

Refunds will be made by using the payment method that you have used for making the purchase.

If you have used more than one payment method, the refund will be made on a pro-rata basis based on those payment methods.

Transaction completion time may differ depending on payment management.

Refund confirmation will be sent to you by e-mail/message.

6. BY WHICH PARCEL SHIPPING COMPANY OR TO WHAT ADDRESS DO I HAVE TO SEND THE PRODUCT I WANT TO RETURN?

Shipping and return code information must be specified

The party, which has ordered the product, will be liable if it has been returned via a different parcel shipping company. If you choose a different parcel shipping company, you will have to pay the shipping fee.

7. PRODUCTS THAT CANNOT BE RETURNED

Products that are requested to be returned must be returned as they were delivered to you, unused, without any damage to the packaging, and in a marketable form.

Returned products must be in their original packaging, bear the original product label which has not been detached, and not have been torn, washed, or used (they should not have come into contact with fragrances such as a perfume or deodorant).

Any returned product, which has been checked and not approved by the product control team, will be returned to the sender at the buyer's expense.

The party, which has ordered the product, will be liable if it has been returned via a different parcel shipping company. If you choose a different parcel shipping company, you will have to pay the shipping fee.

The buyer must check the goods/services covered by the contract before receiving them and has a signed damage report drawn up before receiving any damaged or defective product/service (crushed, broken, with a torn packaging, etc.). Otherwise, goods/services received will be deemed to be undamaged and intact and there will be no refund.