

RETURN POLICY

1 OUR RETURN POLICY

Here at NCS Colour we really hope that you will enjoy your product as much as we do. But if you for some reason would like to make a return, please read the content of this return policy before you proceed.

To all our customers, we offer a 14 days return policy for all of our *physical* products, Our return policy does not apply in relation to our Colour Samples products ordered by a business customer or any products that have been produced according to your specific requirements or which have been tailored to your personal wishes (e.g. products with a customised variation or print), nor to products that cannot be returned due to health or hygiene reasons.

Any refund must be made by contacting NCS Colour with a return request within 14 days from when you received your order.

All products must be returned in their original condition, entailing that, inter alia, the products and packaging shall be in the same condition as when you received it and in its original containers with labels and protective stickers intact. We recommend that you always pack a product in the same way and in the same packaging as when the product was sent to you. Items that are used, damaged, soiled or in any way altered, may be rejected and returned back to the customer.

2 HOW TO MAKE A RETURN

If you would like to make a return, please inform us of your decision by providing us with a clear notice thereof within 14 days of the date on which you received the order. Preferably, please contact us with such a notice at info@ncscolour.com, and we will provide you with further information on how to return the products. For our consumer customers, the notice may also be sent in different ways (please refer to our terms and conditions for consumers for additional information).

3 RETURN FEE

Please note that you will be responsible for paying all costs for the return package, and that you bear the risk for the products until the package has been delivered to us. We highly recommend that you should always keep a copy of your return's shipping receipt for your own records.

4 REFUNDS

In case of an approved return, we will reimburse all payments received from you for the returned products. Please note that we will not refund shipping charges, customs, duties, fees or taxes that may apply for your order.

Refunds will be processed by using the same means of payment as you used for the initial transaction. Please allow up to 10 business days from the date when we receive the returned package for the refund to be processed, depending on your chosen payment method.

5 EXCHANGES

Unfortunately, we do not offer exchanges for our products. If you wish to exchange an item, please return it and place a new order.

6 MY PRODUCT IS DEFECTIVE

If you suspect that you have received a product with defects or if you have received an otherwise incorrect product (e.g. wrong color or product) please send a complaint thereof to info@ncscolour.com. When your complaint has been submitted, we will come back to you in a separate email with further instructions.

If you suspect a defect with respect to our Colour Reader products, we suggest that you follow the steps in the [Colour Readers Trouble Shooting Guide](#) to diagnose potential defects. Once diagnosed, please fill in this [Complaint Form](#), and we will process your claim accordingly and provide you with further information.

7 FURTHER INFORMATION

Further and more detailed information regarding returns and defective products can be found in the applicable terms and conditions for your purchase.