

FRESHTASTICS SHOP

RETURN POLICY

RETURNS

Our policy lasts 7 days. If 7 days have gone by since receiving your order, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase, preferably a screenshot of your order confirmation email.

REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your creditcard, PayPal- or bank account, within a certain amount of days.

LATE OR MISSING REFUNDS

If you haven't received a refund yet:

1. Check your bank- or PayPal account again.
2. Contact your creditcard company - it may take some time before your refund is officially posted.
3. Contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at shop@freshtastics.com.

SALE ITEMS

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

EXCHANGES

If you want to exchange an item from your order for the same item, send us an email at shop@freshtastics.com and send your item to:

Freshtastics
Arendsweg 20
1944JE Beverwijk
The Netherlands

SHIPPING

To return your product, you should mail your product to:

Freshtastics

Arendsweg 20
1944JE Beverwijk
The Netherlands

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item (or items) over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.