

Note Purchase Agreement

Address information must be in English

Please submit the address information in English as much as possible to avoid delays in delivery or the inability to pick up the package in time due to information errors.

Product renderings are for reference only, and the actual product shall prevail.

There may be slight differences in the color of the product picture and the actual product due to the influence of the shooting environment, light, camera tools, etc., you can refer to the color in the video.

Tariff issue

Chilkey is NOT responsible for any import taxes or other customs fees. Customers need to handle it by themselves if it is involved, We can only provide assistance.

Remote fee

Some areas may be identified as remote addresses by the logistics company due to the logistics channels used, and additional remote fees will be incurred. We will contact the relevant customers immediately after receiving the notification from the logistics company. For this, we need the customer can reply to us as soon as possible and negotiate the solution. Otherwise, the package may be delayed or

returned. We will not be responsible for any losses caused by this situation if we have not received a reply from the customer for a long time. Hope you can understand.

In addition, we cannot predict in advance whether an additional remote fee will be charged in the place since the logistics channel is selected and adjusted according to the product and the destination. Please check the email in time after receiving the delivery notice to confirm the latest situation.

Delivery Time

The time frame of order delivery is divided into three parts:

Part 1: Warehouse sent goods to the domestic carrier company

--This period needs 5-6 business days.

Part 2: The domestic carrier company sends to the customer's local carrier company

--Required time:

Economy shipping time: 20 to 25 business days

Third-party express time: 8 to 12 working days

Shipping method: DHL, FedEx, USPS, YunExpress, and other economical solutions

Part 3: The local carrier delivers to the customer

--It will take about a week generally, and the specific time needs to be confirmed by

contacting the local logistics company.

Please contact us in time to help you solve them. If you encounter the following problems, such as delayed delivery, delivered but not received, lost in transit, delivered to the wrong address, etc.

Arrival inspection

Please inspect your order upon reception and contact us immediately if the item is defective, or damaged or if you receive the wrong item so that we can evaluate the issue and make it right. Any demand submitted beyond this time may take longer for after-sales, I hope it can be understood.

Regarding return issues

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at service@chilkey.com.

NOTE: Unfortunately, we cannot accept returns on sale items or gift cards.

Cancellation

- We only accept order edit requests before the products are shipped out.
- Any refund is subject to a 4% restocking fee to cover various merchant fees.

- If you wish to remove any item(s) from your order, the refund is subject to a 4% restocking fee.
- We accept order cancellations before the product is shipped or produced.
- We cannot cancel the order if the product is already shipped out.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at service@chilkey.com.