

T U U K U L

C O N C E P T

PAYMENT METHODS

VISA

MASTERCARD

AMERICAN EXPRESS

AFTER INTRODUCING YOUR ACCOUNT INFO CLICK 'PAY NOW'. ONCE THIS TRANSACTION IS COMPLETE, YOUR ORDER WILL BE COMPLETED.

PAYPAL

IF CHOOSE TO PAY WITH PAYPAL. WHEN SELECTING THIS OPTION AT CHECKOUT, YOU WILL BE DIRECTED TO THE PAYPAL SITE TO 'LOG IN' AND REVIEW THE AMOUNT SHOWN BEFORE CLICKING 'PAY NOW'. ONCE THIS TRANSACTION IS COMPLETE, YOUR ORDER WILL BE COMPLETED.

PAYMENT IS ONLY DEBITED FROM YOUR CARD AT TIME OF DISPATCH.

YOU WILL RECEIVE NOTIFICATION OF YOUR PURCHASE AT THE TIME YOUR PAYMENT IS APPROVED AND PROCESSED.

ORDERS WILL BE PROCESSED MONDAY TO FRIDAY.

ORDERS RECEIVED IN SATURDAY, SUNDAY AND HOLIDAYS WILL BE PROCESSED NEXT BUSINESS DAY.

DELIVERY TIME IS 6-10 DAYS.

IF YOU NEED YOUR ORDER TO BE DELIVER EXPRESS (2-3 DAYS) AN ADDITIONAL COST WILL BE CHARGED .

PERIOD BEGINS TO COUNT FROM THE CONFIRMATION OF PAYMENT.

BY THIS THIS STEP YOU WILL RECEIVE THE NECESSARY INFO TO TRACK YOUR PACKAGE

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CUSTOMER IS ADVISED TO MAINTAIN THE NUMBER OF TRACKING ORDERS CONFIRMED .

REQUEST FOR SPECIAL OR CUTOMIZE ORDERS WILL TAKE 10-15 DAYS TO DELIVER .

BEFORE WE CAN DISPATCH YOUR PURCHASES, WE MAY NEED TO CONFIRM YOUR DETAILS WITH YOUR CARD ISSUER. WE WILL DO OUR BEST TO KEEP DELAYS TO A MINIMUM

OUR DELIVERY TIME STARTS FROM THE MOMENT AN ORDER IS ACCEPTED AND INCLUDES A 24 HOUR PERIOD WHERE YOUR ITEMS WILL BE PROCESSED AND DISPATCHED BY OUR WAREHOUSE.

RETURNS AND EXCHANGES

YOU MAY TRY YOUR PURCHASES ON THE COMFORT OF YOUR HOME.

YOU HAVE 15 DAYS FROM THE DATE YOU RECEIVED YOUR ORDER TO EXCHANGE OR RETURN.

SEND AN EMAIL AT OUR CONTACT AND WE WILL SEND YOU AN EMAIL WITH THE INSTRUCTIONS FOR RETURNING THE PACKAGE TO OUR WAREHOUSE .

JUST DELIVER YOUTRE PACKAGE AFTER CONTACTING US AND SEND IT FREE OF CHARGE. SHIPPING IS COMPLIMENTARY ON ALL EXCHANGES

EXCEPTIONS APPLY IF YOU ARE BASED OUTSIDE MEXICO YOU WILL NEED TO PAY TAXES AND DUTIES ON THIS.

PLEASE MAKE SURE YOUR ITEMS ARE RETURNED NEW, UNUSED AND WITH ALL DESIGNER GARMENT TAGS STILL ATTACHED.

RETURNS THAT DO NOT MEET OUR POLICY WILL NOT BE ACCEPTED AND WILL BE SENT BACK TO THE CUSTOMER AND THE SHIPPING WILL BE CHARGE ONCE AGAIN.

YOUR REFUND WILL BE CREDITED TO THE ORIGINAL PAYMENT METHOD OR AS STORE CREDIT TO TUUKUL ACCOUNT ACCOUNT DEPENDING THE CIRCUMSTANCES.

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PLEASE NOTE THAT REFUNDS CAN TAKE UP TO 10 WORKING DAYS TO SHOW ON YOUR ACCOUNT DUE TO VARYING PROCESSING TIMES BETWEEN PAYMENT PROVIDERS.

REPEATED RETURNS

WE WILL MONITOR THE NUMBER OF RETURNS MADE BY CUSTOMERS, AND CONTINUED RETURNS WILL BE FLAGGED AND SOMETIME REFUSED AT OUR DISCRETION.

LATE RETURNS

IF YOUR PURCHASE IS NOT SENT BACK WITHIN THE 15 DAYS OF RECEIVING YOUR ORDER THEY WILL ONLY BE RECEIVED IF ACCEPTED AT OUR DISCRETION FOR CREDITS THAT CAN BE USE ANYTIME FOR NEW PURCHASES .

CLOTHING AND RESORT

PLEASE TAKE CARE TRYING ON ITEMS AS ALL PRODUCTS MUST BE RETURNED IN A NEW AND UNUSED CONDITION AND WITH GARMENT TAGS STILL ATTACHED.

BAGS

THIS PIECES ARE HIGLY DELICATE. PLEASE HANDLE LIGHT-COLORED BAGS CAREFULLY IF YOU ARE STILL DECIDING WHETHER YOU WILL BE KEEPING THE ITEM. PLEASE NOTE THAT DARK ITEMS OF CLOTHING CAN TRANSFER DYE TO LIGHT-COLORED BAGS.IF SCARTCH OCCOUR WHILE THE ITEM IS IN YOURE HANDS YOU WILL NOT BE ABLE TO DO THE RETURN.

SHOES

WHEN TRYING ON SHOES, PLEASE BE MINDFUL NOT TO SCRATCH THE SOLES OR MARK THE SHOE BOX. RETURNS MUST ALSO INCLUDE THE DUST BAG AND BOX, AS THESE ARE CONSIDERED PART OF THE PRODUCT.
PLACE THE SHOE BOX INSIDE ANOTHER BOX IN ORDER TO PREVENT DAMAGE DURING SHIPPING.

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BEAUTY

SKINCARE AND FRAGRANCES MUST BE RETURNED UNUSED, UNOPENED, AND IN THEIR ORIGINAL PACKAGING OTHERWISE WE WILL NOT ACCEPT THEM.

LINGERIE & SWIMWEAR

BRIEFS, SWIMSUITS AND BIKINI BOTTOMS SHOULD BE TRIED ON OVER UNDERWEAR, WITHOUT REMOVING THE PROTECTIVE ADHESIVE STRIP IF THIS IS MISSING WE WILL NOT ACCEPT THE RETURNS.

LIMITED-EDITION PRODUCTS AND BOOKS

PLEASE ONLY REMOVE THE PROTECTIVE COVER AND PACKAGING ONCE YOU ARE CERTAIN THAT YOU WISH TO KEEP THEM.

TECHNOLOGY

PRODUCTS SHOULD BE RETURNED IN THE ORIGINAL PACKAGING

GIFTS

TO ARRANGE A GIFT RETURN, PLEASE EMAIL CONTACT TUUKUL CONCEPT AND WE WILL ASSIST YOU FURTHER.

FLAWED GOODS

THESE ARE CLASSIFIED AS FAULTY IF THEY ARE RECEIVED DAMAGED, OR WHERE A MANUFACTURING FAULT OCCURS WITHIN SIX MONTHS OF PURCHASE. IF YOUR ITEM IS FAULTY WHEN YOU RECEIVE IT, YOU CAN RETURN IT FOR A REFUND.

GOURMET

THERE ARE NO RETURNS ON THIS CATEGORY.

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TOWELS

AS LONG AS THEY MAINTAIN THEIR ORIGINAL PACKAGE THEY WILL BE ACCEPTED. NOTE THAT THERE ARE TOWELS THAT ARE WRAP ONCE THIS IS BROKEN THEY WONT BE TAKEN BACK.

CANDLES

ONLY ACCEPTED WITHIN PACKAGING SEAL.

HATS

THIS ARE HIGHLY DELICATE ITEM. IF YOU WSH TOO RETURN IT HAS TO BE PACKED WITH THE SAME SPECIFICATIONS AS RECEIVED TO PROTECT FROM ANY DAMAGE.

KIDS

THE SAME GUIDELINES IN EACH CATEGORY APPLIES AS THE ABOVE.