

Shipping & Returns Policy

It's very important that you are completely satisfied with your Glowing Gecko products. If you have any concerns about your product, please contact [Glowing Gecko] to discuss.

SHIPPING

Glowing Gecko strives to keep shipping & handling costs to a minimum. When selecting your product, the shipping will be calculated automatically before you check out. Some small orders incur FREE postage, but other amounts incur minimal postage costs.

Glowing Gecko also strives to get your order to you as soon as possible. Your item/s will be posted by the next business day. Large wholesale orders may take longer but this will be discussed with the customer prior to placing the order.

RETURNS

You have 30 days from the date you receive the product to return it to Glowing Gecko.

Your item must be unused and in the same condition you received it. It should be in the original packaging.

The customer is responsible for payment of shipping costs when returning the item and are not refundable.

If Glowing Gecko has supplied a defective product, the original shipping costs at time of purchase will also be refunded.

REFUNDS

On receipt of your item by Glowing Gecko it will be inspected and you will be notified on the status of your refund.

Once approved a refund will be made via the method the original payment was made.