

## Return Policy

*Last updated on July 20, 2024*

Any claims for misprinted/damaged/defective items must be submitted within 7 days after receiving the product. For packages lost in transit, all claims must be submitted no later than 14 days after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

If you notice an issue with the products or anything else on the order, please submit a problem report via [service.solutions@gmail.com](mailto:service.solutions@gmail.com) or the contact form on our website.

The return address is set by default to the fulfillment facility. When they receive a returned shipment, an automated email notification will be sent to us. Unclaimed returns get donated to charity.

**Wrong Address** - If you provide an address that is considered insufficient by the courier, the shipment will be returned to our fulfillment facility. You will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

**Unclaimed** - Shipments that go unclaimed are returned to our facility, and you will be liable for the cost of a reshipment back to you (if and as applicable).

Please be aware that any returned orders due to the wrong shipping address or a failure to claim the shipment may not be available for reshipping and will be donated to charity at your cost (without us issuing a refund).

Our fulfillment facility, and therefore, FreeCanari does not accept returns of sealed goods, such as but not limited to face masks, which are not suitable for return due to health or hygiene reasons. You hereby agree that any returned orders with face masks won't be available for reshipping and will be disposed of.

**Returned by Customer** – We advise contacting us before returning any products. Except for Customers residing in Brazil, we do not refund orders for buyer's remorse. Customers residing in Brazil and regretting a purchase must contact our Customer Service and express their will to return the item within 7 consecutive days after receiving it, providing a picture of the item. The withdrawal request will be evaluated to verify whether the product was used or destroyed, even partially. In these cases, a refund will not be possible.

**Notification for EU consumers:** *According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of October 25, 2011, on consumer rights, the right of withdrawal may not be provided for:*

- 1. the supply of goods that are made to order, the consumer's specifications, or are clearly personalized. (This includes all items available in our webshop, which are only produced to order.)*
- 2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons.*

*Therefore, FreeCanari reserves the right to refuse returns at its sole discretion.*

*This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.*

For more info on returns, **please read our FAQs:**