

## Refund and Replacement Policy

### Can I get a full refund?

Full refunds are subject to **review and evaluation**, as each case is handled and processed independently.

### What are the terms for order cancellation?

- **After Payment and Contract Signing:** The order **cannot be cancelled or revoked** under any circumstances.
- **Before Payment and Signing:** The customer reserves the right to refuse delivery. In such cases, the representative will return the order to us, and it will be officially cancelled once the refusal is confirmed with the customer.