



Simex Europe OU, Registry number: 14234486
Business address: Asula 3-26, Tallinn, Estonia, 11312

RETURN POLICY

Last updated August 30, 2019

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund only. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return request, please email customer service at support@simex.global

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least twenty eight (28) days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned:

- Any services, purchases, trading/exchanging orders, and transactions that were successfully completed and obtained by using Simex Europe services via the SIMEX platform without any technical issues from our side or third party services.

For defective or damaged products, please contact us at the customer service number below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
support@simex.global

