

## **KYRIAKO BOW RETURNS & EXCHANGES**

### **FACE MASKS**

To ensure the highest degree of personal safety, all face masks and face coverings are NON-RETURNABLE/REFUNDABLE and are FINAL SALE. Please familiarize yourself with all the terms of shipment before you make your purchase of any face covering online.

For a full description on how to properly use non-medical masks and face coverings, please refer to the [Government of Canada website](#) guidelines for health and safety prior to purchasing any face mask online.

For guidance on coronavirus, please refer to the [World Health Organization website](#)

### **BOW TIES & ACCESSORIES**

Our return policy lasts 7 days from the time you receive your order. If 7 days have gone by since the receipt of your order, unfortunately we can't offer you a refund or exchange. The return policy is effective from the time the order is signed for and received by ANY recipient to the address provided to us by you. We cannot guarantee that the person signing for the order is the person that placed the order. Therefore, it is your responsibility to make sure that your items have been received and that you are aware of time frame in which the return policy is effective. The same applies to orders that may be sent to any PO BOX number.

To be eligible for a return, your item must be unused, undamaged, unsoiled, and in its original condition from when it was shipped to you. It must also be in the original packaging with all tags, security tags, notions, and labelling attached.

To complete your return, we require a receipt or proof of purchase.

Please contact us at [info@kyriakobow.com](mailto:info@kyriakobow.com) to notify us about your return, and we will provide you with a return authorization number.

Any returns that are sent back to us without a return authorization number will not be granted any exchanges or refunds.

Please do not send your purchase back to the manufacturer.

If you made a purchase online, and wish to return your item in store, you may do so but you will only be offered store credit in this circumstance.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- \* Gift cards
- \* Downloadable software products
- \* Some health and personal care items

### **Refunds**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval status of your refund.

Once approved, your refund will be processed, and a credit will automatically be applied to only the ORIGINAL method of payment.

If your return request is not approved, you will be responsible for the cost of shipping to get your order back to you. If your item(s) are not claimed or picked up within 30 days, your order will be discarded or handled at our discretion.

You will be responsible for paying for your own shipping costs, duties, additional handling fees, taxes, or brokerage fees for receiving your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.

#### *Late or missing refunds*

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you have done all of this and you still have not received your refund yet, please contact us at [info@kyriakobow.com](mailto:info@kyriakobow.com).

#### **Sale items**

Only regular priced items may be refunded, unfortunately sale items or items discounted through associated promotions cannot be refunded, and are considered to be FINAL SALE.

#### **Exchanges**

##### *Damages or Defective*

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [info@kyriakobow.com](mailto:info@kyriakobow.com) to receive your return authorization number and send your item to: 744 Queen Street East, Toronto, ON, M4M 1H4, Canada. All exchange inquiries must be made within 7 days of receipt of your order. You must receive a return authorization number in order to receive your exchange. If an exchange request has been made after 7 days upon receipt of your order, or your order is returned without a return authorization number, no exchange will be given.

##### *Exchange for Different Item*

You may only exchange an item for the same item or code number. If you wish to exchange an item for a different item or code number, then you must make a return request within 7 days of receipt of your order. Once you have received a return authorization number, then send back the item you wish to exchange to: 744 Queen Street East, Toronto, ON, M4M 1H4, Canada. You will be responsible for paying for your own shipping costs, duties, additional handling fees, taxes, or brokerage fees for returning your item. Shipping costs are non-refundable.

Once your exchange item has been received by us, we will then send you out your new item. You will be responsible for paying for your own shipping costs, duties, additional handling fees, taxes, or brokerage fees for receiving your new item. You will be sent confirmation of your exchange request along with a new invoice for shipping out the new item. Once payment has been processed, we will send you notification of your new shipment. If we do not receive payment for your new item, then your exchange will not be shipped out.

## **Shipping**

You will be responsible for paying for your own shipping costs, duties, additional handling fees, taxes, or brokerage fees for returning your item. Shipping costs are non-refundable.

If you are shipping a return order back to us, please note that additional shipping costs, duties, additional handling fees, taxes, or brokerage fees may be applied to your shipment even after you have paid for the shipping service you choose. Kyriako Bow will not be held responsible for any shipping costs and will not accept any returns if these costs have been charged to Kyriako Bow. We do not accept COD shipments.

Please make sure that you are aware of any of these additional fees before you return your order to us. Kyriako Bow will not be responsible for any shipping costs.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

For your return shipment, use a traceable shipping service and purchase shipping insurance. We don't guarantee that we will receive your returned item, and we will not be held responsible for any items that may be damaged while in transit.

### **To return your product:**

- Contact us within 7 days of receipt of your order with your NAME, ADDRESS, PHONE NUMBER, ORDER NUMBER and ITEM(S) you wish to exchange or return.
- Wait to receive a return authorization number from us. Only returns with a return authorization number will be accepted
- Place your unused item in the original packaging along with all attached notions, security tags, tags and labels
- Include proof of purchase in the package
- Make sure to mark the return authorization number on the outside of the box
- Mail your product to:

Kyriako Bow  
744 Queen Street East  
Toronto, ON  
M4M 1H4  
Canada  
Tel: 416-898-7158