

## Need to return something to us?

### IN SHORT

You have a legal right to cancel a contract which starts from the date we confirm your order has been despatched, which is when the contract between us is formed. If the products have already been delivered to you, you have a period of 14 (fourteen) days in which you may cancel, starting from the day after the day you receive the products. Days mean calendar days, including weekends and public holidays.

In order to have the right to returns and refunds you have first to inform the company 2QT Cosmetics about your decision, by sending an email to the official email address [info@2qtworld.com](mailto:info@2qtworld.com), the email has to contain clear informations about your decision and about the order, including invoice/order number and the names of the products you would like to return. After sending the email request of refund you will receive a refund confirmation email with the instructions about the procedure of returns and refund.

Where you have cancelled a contract and the products have already been delivered to you, you should return them to us as soon as possible and in any event no later than 14 days after the day you inform us of your right to cancel. Please note that you have to pay the shipping costs for returning the products.

2QT Cosmetics will process the refund due to you as soon as possible and, in any case, within 14 calendar days after the day on which we receive the returned products, or (if earlier) within 14 calendar days after the day you provide us with evidence that the products were returned to us. In order to have the right to the refund is necessary that you return to 2QT Cosmetics the products in the same conditions as were delivered to you, in their original packaging and with invoice attached. In case you don't respect these conditions 2QT Cosmetics is legitimate to refuse to process your refund request.

If you are cancelling your order because you have changed your mind, please note that you will have to pay the costs for returning the goods if the goods have already been despatched.

### Damaged goods

If the products that you receive are damaged or faulty or do not match the official description given at the time of the sale of those products, please ensure you inform 2QT Cosmetics by sending an email, within two months of receiving the products, to the email address [info@2qtworld.com](mailto:info@2qtworld.com) with clear informations about the invoice number of the order and the damaged products. You will receive a confirmation email. In this case, you will be offered an exchange, after we have received the returned products. In the event of damaged or faulty products or products that do not correspond to the description given at the time of sale, we will pay for additional delivery costs.

Nothing in these Terms and Conditions affects your statutory rights as a consumer.