

ORDER CANCELLATION & RETURN POLICY

- 1.) According to the directive 2011/83/ EU of the European Parliament and Commission, further about rules of contracts between customers and enterprises/companies (Gov. Degree 45/2014) (II.26), the user can rescind in 14 days from the date of delivery, can return the ordered product(s) and no grounds need to be alleged. The period for exercising the right of withdrawal shall expire 14 days after the date on which the customer or a third party other than the carrier designated by the customer gets the product.
- 2.) In case of cancellation by the customer in writing, it is sufficient to send the withdrawal statement in email within 14 days after the product has been delivered to the customer.
- 3.) Returning the products is the customer's responsibility. The cost of returning must be covered by the customer, and the Company(Narcizo Apparel Kft.) has not undertaken to bear this cost.
- 4.) The Customer has to return the product to the Company without any undue delay, but not later than 14 days, counting from the day of the delivery.
- 5.) Customer can return the product(s) to the Company by either post or via a courier service. Company prefers DHL or Fedex.
- 6.) Withdrawing, Returning the product is not the customer's legal right in case of not pre-produced product, which was made according to the instructions of the customer or according to the wish of the customer (for instance: Short with chosen added crystals) or in case of Bodybuilding trunks, Classic Physique Shorts and Facemask because of hygienic reasons.
- 7.) If the customer was not aware of the customs clearance fee and he or she is not intending to pay for it to obtain the ordered product(s), it is not customer's legal right to cancel the order for this reason. *(Read more in Refund Policy point nr. 5)*
- 8.) Address for Returning:

Narcizo Apparel Kft.
Hungary
Budapest 1131
Szent László út 178.