

Shipping and Returns

When will I receive my order?

All orders are typically dispatched within 5-7 working days. During peak periods, it may take longer. If dispatch is delayed beyond the expected timeframe, we will contact you to inform you of the delay. Once dispatched, orders should arrive within 2-3 days for mainland UK addresses.

Shipping Costs

- **UK Mainland & UK Non-Mainland addresses:** Free shipping on all orders.
- **Europe & Rest of the World:** Please visit www.moiprodukt.com for shipping details.

Can I return my product?

- You have the **right to cancel your order within 14 days** of receiving the goods. The goods must be returned **unused, in their original packaging**, and in a **resellable condition**. A full refund will be issued.
- If you are unable to return the item yourself, we can arrange a **collection for a fee** (UK only).
- Refunds will be processed within **14 days** of your cancellation notice or upon receipt of the returned goods (whichever is earlier). Refunds will be issued to the original payment method.

Faulty Goods

- If the goods are faulty, damaged, or not as described, you are entitled to a **full refund** or a **replacement**, at no additional cost to you. You will not be charged for the return shipping in these cases.

Please ensure that you **include the packing slip** with the returned product so we can process your return as quickly as possible.