

## Fizzics Return Policy (7-15-2021)

Purchases in the original packaging may be returned within 14 days of delivery for a refund. No refunds will be issued for purchases that are dirty, damaged, missing parts or returned more than 14 days after delivery.

Note: The 14-day return window is extended to 30 days for gifts purchased more than 14 days in advance (i. e. Christmas, Father's Day, birthdays, etc.)

### To Request a Refund

1. E-Mail us at [support@fizzicsgroup.com](mailto:support@fizzicsgroup.com)
2. Include your Order # and reason for returning the item
3. Once the item is received and inspected, a refund will be processed back to original method of payment. Please allow 3 - 5 days for a credit to appear on your bank or credit card statement.

Customer is responsible for the shipping costs to return an item.

If shipping an item over \$75, we strongly recommend using a shipping service (US Postal Service, UPS, etc.) that provides a tracking number or purchasing shipping insurance in the event the shipment is lost.

If you have any questions, reply to this e-mail or contact us at [support@fizzicsgroup.com](mailto:support@fizzicsgroup.com).

Cheers, Fizzics