

Shipping and Return Policy

Shipping Policy:

Shipping Methods: We offer various shipping methods depending on the destination and urgency of your order. Shipping options and costs will be displayed at checkout.

Shipping Timeframes: The estimated shipping time will depend on your location and the shipping method chosen. We strive to process and dispatch orders promptly, typically within 1-3 business days.

Shipping Destinations: We ship to locations within Poland and Libya. For international orders, please contact us directly for shipping options and rates.

Shipping Confirmation: Once your order has been dispatched, you will receive a shipping confirmation email containing tracking information, if available.

Shipping Delays: While we make every effort to ensure timely delivery, please note that shipping delays may occur due to unforeseen circumstances such as customs clearance or inclement weather.

Return Policy:

Eligibility: To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Initiating a Return: If you wish to return an item, please contact us within 14 days of receiving your order to request a return authorization. You can reach us at info@ilocto.com Please provide your order number and reason for the return.

Return Shipping: Customers are responsible for return shipping costs unless the return is due to a mistake on our part or a defective item. We recommend using a trackable shipping service for returns.

Refunds: Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. If the return is approved, a refund will be processed to your original method of payment within a reasonable timeframe.

Exchanges: If you would like to exchange an item for a different size or color, please contact us to arrange the exchange. Exchanges are subject to availability.

Damaged or Defective Items: If you receive a damaged or defective item, please contact us immediately with photos of the damaged item. We will arrange for a replacement or refund as appropriate.

Contact Us:

If you have any questions or concerns regarding our Shipping and Return Policy, please don't hesitate to contact us at info@ilocto.com

By placing an order with ilocto, you agree to abide by the terms and conditions outlined in this Shipping and Return Policy.

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