

Returns

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

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.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at info@emi-suzuki.com

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@emi-suzuki.com and send your item to:

käärö

Dagmarinkatu 9 B16

Helsinki, 00100

Shipping

To return your product, you should mail your product to:

käärö

Dagmarinkatu 9 B16

Helsinki, 00100

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item **over 70€**, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Please note that by EU law, online customers are granted a term of unconditional revocation of 14 days after the customer receives his/her goods. Any refunds made by us will be made to the method of payment provided when you placed your order and will be subject to käärö right to withhold amounts for products, which are found damaged on return. You will be refunded the amount you paid for the product(s) returned excluding delivery charges (if appropriate). In other words, we will refund you the cost of the Products but not your delivery charges.