

Return Policy

General Return Policy

We can accept returns within 14 days of the day of purchase. If 14 days have gone by since your purchase, unfortunately we can't offer you a return or exchange.

To be eligible for a return, your item must be unused and in brand new condition. It must also be in the original packaging and unopened.

Return Process

1. To complete your return, we require a receipt or proof of purchase.
2. Please do not send your purchase back to the manufacturer.
3. 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 return.
4. 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 15 days.

Late or missing refunds

1. If you haven't received a refund yet then contact your credit card company, it may take some time before your refund is officially posted.
2. Next contact your bank. There is often some processing time before a refund is posted.
3. If you've done all of this and you still have not received your refund yet, please contact us at notchteq@gmail.com

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

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 notchteq@gmail.com

Shipping

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.