



REFUND POLICY

We have a 7-day return policy, which means you have 7 days after receiving your item to request a refund.

To be eligible for a refund, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a refund, contact us at returns@lagsupplies.com

If your refund is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can contact us regarding any questions relating to your return/refund at returns@lagsupplies.com

Damages and issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you received the wrong item, so that we can evaluate the issue and correct it.

Exceptions / non-returnable items

All items and products sold as "voetstoots", "as is", "second-hand" or any products that does not have a warranty will not be accepted for returns. We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Parts on special orders cannot be REFUNDED.

NO Electronic or Electrical parts can be REFUNDED.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we have received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund.

If more than 15 business days have passed since we have approved your return, please contact us at returns@lagsupplies.com

REFUNDS or cancellations will be liable to a 25% handling fee.

