



## Returns and Refunds Policy

At PB Group, we strive to provide our customers with the highest quality products and services. However, we understand that sometimes, for various reasons, customers may need to return items purchased from us. In such cases, we have a Returns and Refunds Policy in place to ensure that the process is simple and fair for everyone involved.

**Returns Policy:** Unused products can be returned within 14 days of delivery for a full refund or exchange. Please contact our customer service team to initiate the return process. For returns made after 14 days of delivery, a restocking fee of 15% may be applied. Products must be returned in their original condition, with all packaging and tags intact. Customers are responsible for the shipping costs of returning the product unless the return is due to an error on our part. Custom-made or bespoke items cannot be returned unless there is a defect or error on our part.

**Refunds Policy:** Refunds will be processed within 14 days of receipt of the returned product. The refund will be credited back to the original payment method used to purchase the product. Shipping costs are non-refundable unless the return is due to an error on our part. Refunds will not be issued for products that have been used, damaged or altered in any way. In the case of a partial return of an order, the refund will be adjusted accordingly.

Please note that our Returns and Refunds Policy is subject to change without notice. We encourage our customers to review this policy regularly to ensure that they are aware of any changes.

If you have any questions or concerns regarding our Returns and Refunds Policy, please do not hesitate to contact our customer service team. We are always happy to help.