



## Refund Policy

Last Updated: April 5, 2024

This Refund Policy outlines the terms and conditions regarding refunds for products purchased from Pocket Systems via the website [www.pocketsystems.com](http://www.pocketsystems.com) (referred to as "the website" or "our website"). By placing an order through our website, you agree to the terms of this Refund Policy.

### 1. Eligibility for Refunds:

a. To be eligible for a refund, you must meet the following criteria:

- You must initiate a return request within 20 days of receiving the product.
- The product must be unused, undamaged, and in its original packaging.
- The product must be returned to us in the same condition as it was received.

b. Certain products may be ineligible for refunds due to hygiene reasons or other restrictions. Please refer to the product page or contact us at [\[contact@pocketsystems.com\]](mailto:contact@pocketsystems.com) for more information about specific product eligibility.

### 2. Refund Process:

a. To initiate a return and request a refund, please contact us at [\[contact@pocketsystems.com\]](mailto:contact@pocketsystems.com) with your order number and a description of the issue.

b. Once your return request is approved, we will provide you with instructions on how to return the product to us.

c. Upon receiving the returned product, we will inspect it to ensure that it meets the eligibility criteria for a refund. If the product is deemed eligible, we will process your refund within [\[insert timeframe\]](#) business days.

d. Refunds will be issued in the original form of payment used for the purchase. Please note that shipping charges are non-refundable, and you will be responsible for any return shipping costs unless the return is due to our error or a defective product.

### 3. Exchanges:

If you would like to exchange a product for a different size, color, or style, please contact us at [\[contact@pocketsystems.com\]](mailto:contact@pocketsystems.com) to initiate an exchange request. Exchanges are subject to product availability and may be processed as a return and a new purchase.

#### 4. Damaged or Defective Products:

- a. If you receive a damaged or defective product, please contact us immediately at [contact@pocketsystems.com] with your order number and a description of the issue.
- b. We will work with you to resolve the issue promptly, either by providing a replacement product or issuing a refund, as deemed appropriate in our sole discretion.

#### 5. Contact Us:

If you have any questions or concerns about our Refund Policy, please contact us at [contact@pocketsystems.com].

By placing an order through our website, you acknowledge that you have read and understood this Refund Policy and agree to be bound by its terms and conditions.