



EVRIONTA REFUND POLICY

Last updated: 25 march 2026

Preamble

This Return Policy outlines the terms and conditions under which EVRIONTA (“we”, “us”, or “our”) handles returns, refunds, and exchanges for purchases made through our website.

1. Cancellation

Once the order is confirmed, it is not possible to modify or cancel it. In some cases, as long as the order has not been processed (it has left our warehouse for its destination), it would be possible to make modifications or cancellations.

If you decide to cancel an order that has already been processed, i.e. the product has left our warehouse to its destination, you have to pay the shipping costs caused by the cancellation.

2. Returns due to non-delivery

You shall bear the costs of return delivery in cases where delivery could not be made due to an incomplete/incorrect address, more than two attempts to deliver to the address or failure to pick up at the collection point.

3. Voluntary Return

All the products purchased at EVRIONTA returnables and refundables, as long as you inform us that you intend to return them within a period of 14 natural days after receiving them. They should also meet the following conditions:

- You have to use the same cardboard box that the product came in to make sure that it is well protected. If you do not have this box, you should use a good packaging to ensure the product arrives in perfect conditions at our warehouse.
- The product must be unused and in the same condition that you received it. It must come in its original packaging with all the labels and accessories.
- Clearance products cannot be returned or refunded.
- We will refund the price that you paid for the product(s). We will not accept returns with unpaid postage.
- We will not accept products that have been opened.
- Masks returns are not accepted due health protection and/or hygiene reasons.
- We will not accept sealed products that have been opened after being delivered.
- We will not accept loose accessories that come with other products.
- Once we receive the return request, we will proceed to refund the price of the returned product(s). The return request has to be presented in a period of 14 natural days after receiving your order. The refund will be done through the same payment method that you chose or through bank transfer. You will bear the shipping cost.
- Include an invoice copy in the box and mark the products that you are returning.

Steps

Contact us and provide all the information about the product(s) via our e- mail given below.

Prepare the package according to the previous requirements.

Once we receive the product(s), we will proceed to examine everything and we will inform you if you are eligible for the refund or not. Returns are processed within 3–5 business days after the product is received back at our warehouse.

The refund will be made as soon as possible and, in any case, within 3–5 business days after the product is received back at our warehouse. Refunds will be made to the payment card used for the original purchase.

In case the payment was made through third-party platforms, the refund will be processed through the same payment system.

You shall cover the return shipping cost, unless the return is due to an error or fault attributable to EVRIONTA

4. Incident returns (damage/missing/error)

In the event that you consider that at the time of delivery the product does not conform to the contract, you may claim it within 14 days of receipt by following the steps defined below.

Steps

Take a picture of the product so that we can see any damage to the product.

Pictures of the packaging, both the outside and the inside and of the shipping sticker. As well as the general state in which the order has been received (information required to be able to complain to the transport company)

Please contact us to give us all the details of the product, using the return form.

Once we receive the product(s), we will proceed to examine everything and we will inform you if you are eligible for the refund or not. Returns are processed within 3–5 business days after the product is received back at our warehouse.

The refund will be made as soon as possible and, in any case, within 3–5 business days after the product is received back at our warehouse. Refunds will be made to the payment card used for the original purchase.

In case the payment was made through third-party platforms, the refund will be processed through the same payment system.

In the event that the product is refunded the full amount paid for the product will be refunded to you, including the delivery costs incurred to deliver the item and the costs incurred to return the product to EVRIONTA.

Partial returns and/or partial cancellations will result in partial refunds of the amount paid for the order. In the case of a partial refund, transport costs will not be refunded. The refund will be issued to an account with the same holder, whichever is the person who placed the order, or by means of discount points to be redeemed on future purchases.