

RETURN/REFUNDS POLICY

All returns must be postmarked within ten (10) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

Return process

To return an item, please email customer service at info@gelo-play.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase, then mail your return to the following address:

GeloBCI LTD

Attn: Returns

RMA #

Chrysanthou Mylona, 1 Panayides Building, 3rd floor, Flat/Office 1 3030, Limassol
Cyprus

You may also use the prepaid shipping label enclosed with your package. Return shipping charges will be paid or reimbursed by us.

Refunds

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least sixty (60) days from the receipt of your item to process your return or exchange.

Exceptions

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note: sale items are FINAL SALE and cannot be returned.

Questions

If you have any questions concerning our return policy, please contact us at:
info@gelo-play.com

Your Order Cancellation Rights

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By email: info@gelo-play.com