

# Shoptiko Refund Policy

## Sunglasses and Frame Only Policy:

At Shoptiko, we stand behind the quality of our sunglasses and frames, and we want you to be completely satisfied with your purchase. That's why we offer a generous 15-day exchange policy. If, for any reason, you're not fully content with your sunglasses or frame, you have a 15-day window from receiving your item to request an exchange. We want to ensure that you find the perfect fit and style that suits your needs, so don't hesitate to reach out to us within this timeframe to explore alternative options. Your satisfaction is our guarantee, and we're committed to making your eyewear experience exceptional.

## Prescription Eyewear Policy:

Please note that all prescription lenses are classified as medical devices and are specifically designed and customized to meet your unique needs. Due to their personalized nature, we do not offer refunds or exchanges on prescription eyewear. We take pride in ensuring that your prescription glasses are tailored to your specific requirements.

## How to Request an Exchange:

To be eligible for an exchange, please ensure that the item is in the same condition as when you received it – unworn, unused, with tags, and in its original packaging. You will also need to provide the receipt or proof of purchase.

To initiate an exchange, please contact us at [hello@shoptiko.ca](mailto:hello@shoptiko.ca). Once your exchange is accepted, we will provide you with the address to ship back the frame. Please note that we do not accept items sent back to us without prior exchange approval.

If you have any questions or need further assistance, please don't hesitate to reach out to us at [hello@shoptiko.ca](mailto:hello@shoptiko.ca). We are here to help.

## Damages and Issues:

We kindly request that you inspect your order upon reception. If you notice any defects, damages, or receive the wrong item, please contact us immediately at [hello@shoptiko.ca](mailto:hello@shoptiko.ca). It would be helpful if you could provide pictures to assist us in evaluating the issue accurately. We will work diligently to resolve the matter and make it right for you.

## Exceptions / Non-Returnable Items:

If you have any questions or concerns regarding the return eligibility of a specific item, please get in touch with us at [hello@shoptiko.ca](mailto:hello@shoptiko.ca).

Please note that sale items and gift cards are non-refundable and cannot be returned.

## Refunds:

All sales at Shoptiko are final, and we do not offer refunds. However, we are committed to ensuring your satisfaction, and we are happy to assist you with an exchange on eligible items to find the right eyewear for you. Your happiness and confidence in our products is our top priority.

At Shoptiko, we strive to provide exceptional service and a positive shopping experience. If you have any further inquiries or require additional information, please do not hesitate to contact us [hello@shoptiko.ca](mailto:hello@shoptiko.ca). Your satisfaction is of utmost importance to us.