

Shipping and Refund Policy

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At Lotentika, operated by VAGRAL, we strive to ensure a smooth and satisfactory shopping experience for our customers. Please review our Shipping and Refund Policy below.

Shipping Policy

1. Processing Time

- Orders are processed within 1-5 business days after receiving your order confirmation email.
- You will receive another notification when your order has shipped.

2. Shipping Rates and Delivery

- Shipping charges for your order will be calculated and displayed at checkout.
- We ship to all European countries and selected countries in Asia. Delivery times may vary depending on your location.

3. International Shipping

- Please note that international shipping may incur additional customs fees, import duties, and taxes. These are the responsibility of the customer.
- Delivery times for international orders may vary due to customs processing.

4. Order Tracking

- Once your order has shipped, you will receive a tracking number to monitor the status of your shipment.

Refund Policy

1. Returns

- We accept returns within 3 days of delivery for a full refund, provided the products are unopened, unused, and in their original condition.
- To initiate a return, please contact our customer service team at contact@lotentika.com with your order number and reason for the return.

2. Refunds

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and a credit will be automatically applied to your original method of payment.

3. Exchanges

- We only replace items if they are defective or damaged. If you need to exchange a product for the same item, please contact us.

4. Non-Returnable Items

- Certain items, such as opened or used cosmetic products, are not eligible for return due to hygiene reasons.

5. Shipping Costs for Returns

- The customer is responsible for the shipping costs of returning an item. Shipping costs are non-refundable.

6. Late or Missing Refunds

- If you haven't received a refund within the stated period, first check your bank account again.
- Then contact your credit card company, as it may take some time before your refund is officially posted.
- If you've done all of this and still have not received your refund, please contact us at [Your Contact Information].

For any questions or concerns regarding our Shipping or Refund Policy, please reach out to us at: contact@lotentika.com

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