



## Daiwa Felicity Refund Policy

At Daiwa Felicity, we want you to have a satisfying shopping experience. If for any reason there is an issue with items purchased from our website please see our Return Policy below.

- **Full Refund: Up to 14 days** from delivery date when returning unused, unworn, and unopened products including original product packaging. Customer is responsible for return shipping cost.
- **Exchange/Replacement:** We will replace defective or damaged products as long as we are notified within 14 days of delivery. Return shipping will be covered by Daiwa Felicity.
- **Exceptions:** Factory refurbished items or Factory certified open box items or any products which shows specific notification about return policy on the product detail page will not be covered by regular return policy above.

### Additional Details

- On all “Full Refund” requests, the cost of the items and sales tax will be refunded not including original shipping charges.
- Any items returned without original packaging or that are deemed used may not qualify for a full refund or may be subject to a 20% restock fee.
- We reserves the right to refuse any return claim if the required information for a return cannot be provided.

Once we have received the item and processed it, we will post your refund.

- Allow up to 7 business days to update the information in our system.
- All refund requests will be posted to the original credit card used.
- Refunds to the original credit card should appear in 3-5 business days, but may take longer depending on the bank that holds the account.
- Replacement requests will be shipped via UPS ground and you will receive notification of a new tracking number once the request has been processed.

### Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.