



## **Return & refund policy**

### **Returns**

Only defective products subject to the warranty terms of the General Conditions can be returned for service or replacement. Further, products not matching customer's order due to an error of Comet America LP in fulfilling customers order, may be returned.

In all other cases, products cannot be returned to Comet America LP, nor shall Comet America have any responsibility to repurchase the products or refund the customer for any returned products.

For qualified returns of products, customers shall contact the sales- or service department of Comet America LP to obtain a confirmation that a product is defective and obtain a return authorization reference. Comet America LP does not accept any returns without this authorization.

You can return the qualified product for 30 days from receipt of the package. Return authorizations are valid for 30 days. If a return shipment is not initiated within 30 days, the return authorization becomes void.

Returns must be shipped via traceable carrier and tracking information shall be provided to Comet America LP. Freight costs (and/or any additional duties if applicable) for return shipments to Comet America LP shall be fully absorbed by the customer.

### **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your refund is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.