

REFUND POLICY

During Covid-19

You may experience longer delivery times than usual.

If you wish to exchange your product: please contact us at shop@momentobygaya.be

If you wish to return your product : please contact us at shop@momentobygaya.be
There are only 2 options available during the Covid-19 & this force majeure time :
- you can either exchange your product in store once we re-open;
- or you can send the item back to us and get a voucher to spend on/in our (e-)shop.
We do not offer refunds during Covid-19.

Exchanged items are non returnable, non refundable.

Items on sale are non exchangeable, non refundable.

Items bought in store and pick up in store are non refundable.

Returns (if applicable)

Our policy lasts 5 days. If 5 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- Gift cards
- Some health and personal care items
- Exchanged items

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error
- Any item that is returned more than 5 days after delivery

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at shop@momentobygaya.be

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at shop@momentobygaya.be and send your item to : Momento by Gaya, Rue de Namur 79A, 1000 Brussels, Belgium.

Gifts (if applicable)

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

Shipping (if applicable)

To return your product, you should mail your product to: Momento by Gaya, Rue de Namur 79A, 1000 Brussels, Belgium.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over 75€, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Items purchased in store and pick up in store

Items purchased in store and pick up in store are exchangeable within 5 days of their purchase.

Items bought in store and pick up in store are non refundable.