

The logo for LOTI is rendered in a 3D, metallic style. The letters 'L', 'O', 'T', and 'I' are spaced out horizontally. The 'O' is a circle with a vertical bar through its center, and the 'I' has a diagonal slash. The background features a large, faint, circular graphic with a vertical bar through its center, similar to the LOTI logo.

LOTI

REFUNDS IN CASE OF
CANCELLATION

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LOTI – LORD OF THE ICE is dedicated to ensuring a smooth and satisfying shopping experience for our valued customers. If you are not satisfied with your purchase from our online store, we will be happy to process your return or exchange request, as long as you contact us within 14 days of receiving the item. Requests made after 14 days will not be considered. Start the process by contacting us by email at loti@tensai.pt

GENERAL CONDITIONS;

To be eligible for a return, your item must be in the same condition that you received it, unused or unworn, with tags and in its original packaging. You will also need your receipt or proof of purchase.

To initiate a return, you can contact us at loti@tensai.pt. If your return is accepted, we will send you a return shipping label as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item so that we can evaluate the problem and correct it.

Your signature is confirmation that you have received your shipment in perfect condition. In the unlikely event that your products are damaged, please refuse delivery and mark the delivery note accordingly.

All lost, damaged or late delivered goods must be reported within 24 hours of delivery.

You can always contact us for any return questions at loti@tensai.pt

Return and Exchange Guidelines:

1. Unauthorized returns will not be accepted.
2. Items must be returned within 14 days of receipt.
3. Items must be in their original packaging, including all components and parts.
4. All items must be new, unused and undamaged, with no broken parts.
5. Customers must use a shipping method that provides tracking information for returns or exchanges.

Non-returnable items:

1. Special offers or gift cards are non-refundable.
2. Customized products are non-refundable.
3. Damage or loss caused by the customer is not refundable.

4. The product was purchased through liquidation and stock sales.
5. The product has been used or modified in any way.
6. The product has been damaged and can no longer be resold.

General Return Process:

1. To initiate a return, please email a photo and/or video of the item to loti@tensai.pt along with your order number. Our customer service team will evaluate your return request within 2 business days.
2. If your return is accepted, we will provide you with the return address and instructions on how and where to send your order. (Note: Unauthorized returns will not be accepted). We recommend using a shipping method that offers tracking and requires a signature as we are not responsible for lost returns or exchanges.
3. Refunds or Exchanges: Once we receive your return or exchange, we will inspect the item within 5-7 business days and then proceed with an exchange or refund.

Return fees:

1. If the return is due to our error (e.g. incorrect product, product quality problem, wrong shipping address), we will issue a full refund.
2. If the return is due to buyer's preference (e.g., not satisfied with item, wrong item/model ordered, incorrect or incomplete mailing address provided), buyer will be responsible for shipping costs.
3. Return shipping charges and restocking fees are non-refundable and will be deducted from the total refund amount.

Refunds:

1. After your return is received and inspected, we will notify you of the approval or denial of your refund. If approved, your refund will be processed using your original payment method within 5-7 business days.
2. If you do not receive your refund within the specified time, please check your bank account and contact your bank or credit card company if necessary. Refunds may take some time to be officially issued. If you encounter any problems, please contact us by email at loti@tensai.pt.
3. Please note that original shipping costs are not refundable, only the value of the merchandise you purchase.
4. Return shipping costs and restocking fees are non-refundable and will be deducted from the total refund amount (except if the LOTI – LORD OF THE ICE equipment is proven to be defective from the factory).

Order cancellation:

1. If you wish to cancel your order, please contact us immediately after purchasing. If your payment was processed but the item was not shipped, we will provide a full refund.
2. Orders cannot be canceled once they have been shipped. If you wish to cancel your order that has not yet been shipped, the refund amount will include a 5% processing fee.
3. Personalized products are non-refundable and your purchase/order cannot be cancelled.
4. The Contract is for goods and/or services whose price depends on fluctuations in the financial market that cannot be controlled by us.

Product damage:

If any part is damaged during shipping or if a defect is discovered during installation, we will replace the damaged part at no cost to you. However, damage or loss caused by the customer is not eligible for refund.

Please consider that:

The return and exchange policy only applies to items purchased directly from the LOTI – LORD OF THE ICE online store. Does not apply to bulk purchases or personalized inquiries. For such requests, please consult our professional sales team for assistance. Our sales team will provide relevant information and guidance based on your bulk or customized product needs to ensure you receive a satisfactory solution.

For any questions or clarifications, please contact us directly at loti@tensai.pt.



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