

Refund Policy

Last Updated: 1.2.2025

1. Introduction

At **Vinum Figura**, we strive to ensure customer satisfaction with every purchase. If you are not completely satisfied with your order, we offer a refund policy under the terms outlined below.

By making a purchase on **vinumfigura.sk**, you agree to this Refund Policy.

2. Eligibility for Refunds

We accept refund requests under the following conditions:

- The product is **damaged** or **defective** upon arrival.
- The wrong product was delivered.
- The order was lost in transit.
- You received a product that does not match the description on our website.

To be eligible for a refund, you must notify us within **7 days** of receiving the product and provide appropriate proof (e.g., photos of damaged goods).

3. Non-Refundable Items

Certain items are not eligible for a refund, including:

- **Opened or consumed wine bottles** (unless damaged or defective).
 - **Products purchased on sale or promotional discounts** (unless defective).
 - **Personalized or customized orders** that were made to order.
 - **Gift cards or vouchers.**
-

4. Refund Process

To request a refund, please follow these steps:

1. Contact our customer service at **info@vinumfigura.sk** within **7 days** of receiving your order.
2. Provide your **order number** and clear **photos of the issue** (if applicable).
3. Wait for our response – we typically process refund requests within **5-7 business days**.
4. If approved, refunds will be processed via the **original payment method** within **7-14 business days**.

If you do not receive your refund within this timeframe, please contact your bank or payment provider.

5. Returns & Replacements

In cases where a replacement is preferred over a refund, we may offer an **exchange** for the same product if available. If a replacement is not available, we will proceed with a refund.

We may require the **return of defective or incorrect items**, in which case we will provide return instructions. Return shipping costs will be covered by us if the return is due to our error.

6. Cancellation Policy

Orders can only be canceled **before shipment**. Once an order has been dispatched, cancellation is no longer possible. If you wish to cancel an order, please contact us **immediately** at **info@vinumfigura.sk**.

7. Contact Us

For any questions or assistance regarding refunds and returns, please reach out to us at:

- **Email:** info@vinumfigura.sk
 - **Address:**
J.F.A. Invest, s.r.o.
Jabloňová 8
931 01 Šamorín
 - **Phone:** +421 910 878 886
-

Thank you for shopping with **Vinum Figura!** We appreciate your trust and strive to provide the best service possible.