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IKTAM RETURN POLICY

We want you to be completely satisfied with any IKTAM you purchase through our website.

If your IKTAM doesn't meet your standards or you simply change your mind, you can return any IKTAM to us within fifteen (15) days of receiving it. Keep in mind that your IKTAM must be in its original condition to qualify for a refund or replacement.

- A. If your IKTAM is defective, incorrect, developed a fault, or has been damaged in transit, please contact our support team. We will replace it for free and cover any additional shipping costs required.

A full refund will be made via your original payment method 5 – 10 business days after your IKTAM is received by us.

Please check your piece when arriving, since we would not accept any returns for defective, faulted or incorrect pieces after 15 days from delivery.

- B. If you choose to return your IKTAM because you changed your mind or simply don't like it, you will be required to cover the shipping costs of returning the piece. You will have seven (7) working days after the return is confirmed by the support team to send the product back to us, following the instructions sent by the team.

We cannot accept responsibility for products damaged or lost in the return shipping process. The refund will be released within 5 – 10 business days once the product arrives to our designated facility.

Please note that a 15.0% restocking fee will be deducted from the order value.

- C. Once the order is confirmed, it cannot be canceled. If the client decides not to receive or collect the piece, after 30 days from the first delivery attempt, the order will be considered abandoned. No refunds will be issued for abandonment. After 30 days from the first attempt, IKTAM may return the product for resale.

At all times, IKTAM will communicate to the client the status of its order. Please reach out to the support team if you have any doubts or concerns, the tam will help you resolve any issue.

To request a refund for any of the above reasons, please follow these instructions:

1. Email us at support@iktam.com:
 - Use the email subject line: IKTAM Return – (Your Name).
 - Provide your general order information including the order number and IKTAM name.
 - Provide the reason for your return.
 - Include photographic proof if product is defective, damaged in transit, developed a fault, or was incorrectly supplied.



support@iktam.com

2. The IKTAM team will get back to you within 48 hours after receiving the email with further instructions on the return process and conditions.
3. Repackage your IKTAM using the original packaging materials. Do not throw away any of the packaging materials for at least 15 days after receiving your IKTAM. No returns will be accepted without the original packaging.
4. Once your IKTAM is packaged, you must send photo proof that you have properly repackaged your IKTAM to the support team before we can confirm the return.