

Return Policy

1. The right to withdraw from the contract. According to the applicable Polish law, customers have the right to withdraw from the contract of purchase concluded at a distance (via the Internet) without giving any reason within 14 days from the date of receipt of the goods. This period begins from the date on which the customer or a third party designated by the customer, who is not the carrier, takes possession of the goods.

2. Exceptions to the right of withdrawal. The right of withdrawal shall not apply in the case of:

- Delivery of goods which, after delivery, by their nature, become inseparably connected with other objects.
- Delivery of goods made to the consumer's specifications or serving his individualized needs.

3. Withdrawal procedure. To exercise the right of withdrawal, the customer must inform the store of his decision in writing before the expiration of the aforementioned period. This can be done by sending a statement to the store's e-mail address. The store will acknowledge receipt of such information.

4. Returns. After withdrawal from the contract, the customer is obliged to return the goods immediately, but no later than 14 days from the day on which he informed the store of the withdrawal from the contract. The cost of returning the goods shall be borne by the customer. The goods must be returned undamaged and in the original packaging, if possible.

5. Return of payment. The store undertakes to return all payments received from the customer, including the cost of delivery of the goods (except for additional costs resulting from choosing a different form of delivery than the cheapest ordinary form of delivery offered by the store), immediately and in any case no later than 14 days from the day on which the store was informed of the customer's decision to withdraw from the contract. The payment will be refunded using the same means of payment that were used by the customer in the original transaction, unless the customer has expressly agreed to a different method; in any case, the customer will not incur any fees in connection with the return.

6. Complaints. The customer has the right to complain about goods that do not conform to the contract in accordance with applicable laws. The complaint should be submitted in writing or electronically to the address of the store. The store will consider the complaint within 14 days from the date of its receipt, informing the customer of further proceedings.

7. The goods purchased on the website dustygreenduty.com will be shipped within no more than 14 business days.

Summary

Our return policy is designed to ensure that customers understand their rights and to clarify procedures related to withdrawal from the contract, returns of purchased goods.