

1. Order Cancellation

[Homepage – My Office – Order Management – Request for Order Cancellation/Refund/Exchange]

- 1) Submit the Request By:
 - For Regular Orders: 7 AM PST on the next day.
 - For Same Day Orders: 2 PM PST on the same day.
- 2) We do not accept partial Order Cancellations.

2. Order Return and Exchange

[Homepage – My Office – Order Management - Request for Order Cancellation/Refund/Exchange]

- 1) We do not accept returns or exchanges;
 - For products that have been opened, used, or damaged.
 - If the 30 days return/exchange period has expired.
- 2) Return/Exchange Period
Please send in the request for Return and Exchange within 30 days of receiving the order.
- 3) Exchanges: We will exchange the product once we receive and review the defected product.
Returns: We will refund the full amount to the original payment once we receive and review the defected product.

3. Refund Process

- 1) It may take up to 3 business days to process your request for order return and exchange.
- 2) It may take 5 – 7 business days for the refund to be applied on your original form of payment.