

Cancellation and Return Policy

1. Return Conditions

- You may return the products you purchased within 7 calendar days without providing any reason.
- Refunds for returned products will be processed according to your original payment method as follows:
 - For payments made via bank transfer, refunds will be processed within 7 to 14 business days and credited to your bank account.
 - For payments made by credit card, refunds will be processed according to your bank's procedures.
- To return a product, you must send it back within 7 calendar days from the date you received the order, in its original packaging, with all protective seals and components intact, and without opening any manuals or instructions.
- The product must be returned using the same shipping company that delivered it to you.
- Returns that do not meet these conditions will not be accepted, and no costs will be covered. Please be mindful of these terms to avoid inconvenience for both parties.

2. Refund

- For products paid via bank transfer, the full amount paid, including VAT (excluding shipping costs), will be refunded to your account or may be converted into a gift voucher to be used for another product.
- For payments made by credit card, the refund process will be handled directly between you and your bank. Integral Metal A.Ş. is not involved in this process and will only instruct the bank to issue the refund.

3. Return of Valuable Documents

- In case of a product return, you are required to return all related documents, including invoices, delivery notes, warranty certificates, gift vouchers, and any other valuable paperwork received with the product.
- If you have used a gift voucher issued in exchange for a returned product, the value of the voucher will be deducted from your refund.