



### **Delivery and returns policy**

#### **General products**

- We value your privacy and as such our products will be packed in such a way that even the delivery guy will not know the contents of the package which will carry our registered business name as the sender, without any mentioning about the website name
- All orders received on a calendar day, from Monday to Friday, will be dispatched the next working day through courier. Orders received during the weekend will be processed the next working day. Although we don't guarantee same day delivery, don't be surprised if we do, especially within the Greater Colombo area
- Please note that due to the nature of most of the products sold in shybuy.lk we are unable to offer a common returns policy to all products
- We are not in a position to accept any returns after the package has been opened for obvious reasons including serious health and sanitation issues. However if there is a defect in the product we can consider, but do not guarantee providing a replacement. Management of shybuy.lk will decide on this looking at the nature of the defect and general circumstances
- In such an instance, such a defect should be communicated to us via our "contact us" page within two (2) days from the receipt of goods for us to give you a solution
- If we agree to provide you with a replacement product, you need to send us the defective product in your possession, to us. The delivery fee is to be borne by you
- In an instance where we are unable to provide you with a replacement product due to lack of stock, we will undertake to make a full refund for the value of the defective product
- If you have received a different product to what you ordered, Please inform us immediately. After verification, we will request you to return the product you have received and upon receipt of such product we will deliver the product you ordered

Contd....

### **Affiliate products**

- Affiliate products are sourced from our network of reliable 3<sup>rd</sup> party suppliers and delivered to you
- Package tracking info will be provided to you to track delivery
- Delivery will take between 1-3 weeks normally. Rarely there may be delays which is beyond our control
- If the package is held at customs, we will clear it and arrange delivery
- Any defects of products needs to be informed within 2 days of receipt for us to provide a solution
- A 90 day money back guarantee will be given to you in case of non delivery