



CANCELLATION POLICY

of Sortimo of North America Inc.

Cancelling your order

You may cancel your order, for any reason, and receive a full refund provided your order has not been shipped. Please note that a small percentage of orders cannot be stopped from shipping out of our warehouse even though they may not have physically left the premises. In these rare instances, the customer will be responsible for whatever shipping charges are incurred.

Typically, most orders are filled and shipped within 24 to 48 hours from the time they are received. Sortimo Customer Service Support can inform you of the status of your order and advise you whether or not the order can be canceled for a full refund. Once an item is shipped the terms of our Returns Policy will take effect. We reserve the right to charge a restocking fee on any canceled orders.

Customers are fully responsible for improperly submitted cancellations.

(Please also see Return Policy.)

All sales are subject to Terms and Conditions of Sortimo of North America Inc. that can be found on this website.