

**Return Policy**

At Lami-TAG we strive to ensure that our customers are completely satisfied with their purchases. However, if you encounter any issues with your order, we have established the following return policy:

1. \*\*Troubleshooting Requirement\*\*: Before initiating a return, customers are required to contact our Customer Service Support team for troubleshooting assistance. Our team will work diligently to resolve any issues you may have with the product.

2. \*\*Eligibility for Return\*\*: If, after troubleshooting, it is determined that a return is necessary, customers may proceed with the return process. Products must be in their original condition, unused, and with all original packaging and accessories included.

3. \*\*Time Frame\*\*: Customers must contact Customer Service Support within 15 days of receiving the product to initiate troubleshooting. Returns will not be accepted after this period.

4. \*\*Return Process\*\*: Upon successful troubleshooting and approval for return, customers will receive a Return Merchandise Authorization (RMA) number. This number must be included with the returned item to ensure proper processing.

5. \*\*Shipping Costs\*\*: Customers are responsible for return shipping costs unless the return is due to an error on our part (e.g., wrong or defective item).

6. \*\*Refunds\*\*: Once the returned item is received and inspected, refunds will be processed within 14 days. Refunds will be issued to the original payment method.

For any questions or to begin the troubleshooting process, please contact our Customer Service Support team at info@lami-TAG.com

Thank you for choosing Lami-TAG! We appreciate your understanding and cooperation