



2023.Sep
Reversed

Return policy

Our work is built on relationships of trust.

However, if you wish to return the product due to a difference in the product, we will accept the return.

Before returning the item, please contact us with the reason for the return and pay the return shipping fee.

We only accept bulk type. Excludes customized retail items.

Please contact us within 14 days after receiving the product.

If more than 14 days have passed, we will not accept returns.

We cannot accept returns of products that have been opened or used.

We will only accept returns for unopened products.

We cannot accept returns due to unilateral reasons on the part of the orderer or due to clumsiness on the part of the orderer.

In addition, regarding procedural deficiencies at customs upon entry or product display deficiencies, we will not be able to prepare documents unless we receive prior notification from the orderer. Please note that we cannot be held responsible if the product is released to a third party or shipped back.

We also have PL insurance and conduct inspections for foreign object contamination in advance. However, please note that if a return occurs for some reason, we may request that you disclose the details.

KANES will refund 80% of the product if it is unopened.

Please note that bank charges related to refunds will be deducted.

Please contact the shipping company regarding damage during transportation.

If there are too many returns, KANES may stop doing business with the ordering company.

Kanes Co., Ltd
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KANES CO., LTD