

RETURN POLICY

The customer is required, upon receipt, to unpack and inspect the products to confirm the absence of any external or aesthetic defects. In the event that such defects are present, the customer is entitled to refuse acceptance of the product and return it to the distributor immediately.

Furthermore, the customer is obliged to confirm whether the items and quantities are in accordance with the order. In case of any discrepancy, the customer has the right to refuse acceptance of the product and return it to the distributor immediately.

In the event of failure to act within fifteen (15) calendar days from receipt of the products, it is deemed that the customer has forfeited any related rights. In such cases, it is considered that the items and quantities match the order and that any external or aesthetic defects occurred after delivery.

Products which are damaged due to use, modification, or wear are not considered defective. Moreover, a product is not deemed defective if the defect arises from improper or rough use, by the fact that the product was subjected to use contrary to the manufacturer's instructions, exposure to moisture or extreme thermal or environmental conditions, sudden changes in such conditions, corrosion, oxidation, unauthorized modifications, unauthorized opening or repair, repairs using unauthorized parts, improper installation, accidents, natural phenomena, or influences beyond the reasonable control of Leo Patriotis Ltd (including, but not limited to, defects in consumable parts such as batteries, which by nature have a limited lifespan) unless the defect is due to a manufacturing error.

Returns of promotional products are accepted, provided that the promotional products are unused, unmodified, undamaged, or unworn, and the return occurs within fifteen (15) calendar days from the end of the promotion.

Returns for newly introduced product lines or expansions of existing product lines of Leo Patriotis Ltd are accepted, provided that the products are unused, unmodified, undamaged, or unworn, and the return occurs within ninety (90) calendar days from the date of purchase.

If all the above conditions are met, Leo Patriotis Ltd is obliged to replace the product (for higher-value replacements, the difference is charged to the customer) or to issue a credit note.

Leo Patriotis Ltd reserves the right to refuse a return or replacement of a product if the above conditions are not met.