

Refund Policy:

Shipping charges are non-refundable once a shipment has been processed. Refunds will only be considered in cases where Prestige Kargo JA has made an error in billing or charging. Refund requests must be submitted within seven (7) days of payment. Refunds do not apply to:

- Customs duties or government fees
- Shipping delays beyond our control
- Delays caused by weather, customs inspections, airlines, or carriers
- Retailer mistake or incorrect purchase
- Storage fees that have already been incurred
- Approved refunds will be processed using the original payment method whenever possible.