

## CANCELLATION AND RETURN POLICY

### 1. Return Conditions

- You can return the products you purchased within 7 days without providing any reason.
  - The amounts for the returned products will be refunded as follows, depending on your payment method:
  - If you paid via bank transfer, the refund will be processed within 7-14 days and credited to your account.
  - If you paid by credit card, the refund will be processed according to the bank's procedures.
  - If you wish to return a product, you must send it back within 7 days from the date you received the order, in its original packaging, with protective seals and other components undamaged, and without opening any manuals. The product should be returned using the shipping company that delivered it to you.
  - Returns that do not meet the above conditions will not be accepted, and no costs will be covered. Please be sensitive to this matter to avoid any inconvenience for both us and yourself.
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### 2. Refund

- If you paid for the products via bank transfer, the full amount, including VAT (excluding shipping costs), will be refunded to your account or converted into a gift voucher for use on another product.
  - If you paid by credit card, the refund will be processed between you and your bank. İntegral Metal A.Ş. will not be involved in this process, and only the bank will be instructed to issue the refund.
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### 3. Return of Valuable Documents

- In the case of a product return, you must return all invoices, delivery notes, warranty certificates, gift vouchers, and any other valuable documents that you received.
- If you have received a gift voucher in exchange for the returned product and have used it, the amount of the gift voucher will be deducted from your account.