

STRABL - Return & Refund Policy

Return & Refund Policy

Thank you for shopping at STRABL!

If you are not entirely satisfied with your purchase, we understand and are here to help.

We will assume that you have chosen to keep any Products that you do not return back to us by the end of the "Try Before You Buy" Period. We will charge your account for those Products earlier of Confirmation of Purchase or after the end of the Trial Period. Any exceptions permitting a return postmarked later than the end of the "Try Before You Buy" Period must be requested promptly and may be granted at the sole discretion of STRABL.

Trial Period Returns

You have 3 days to try out and return an item from the date you received it.

1st day – Delivery of item

2nd day – Product with customer

3rd – Customer decides on purchase/exchange/return

You may purchase/exchange/return the product before the 3rd day as well.

Clothing:

To be eligible for a return, your item must be in the same condition that you received it.

- Your item must be in the original packaging.
- With the original tags and accessories that the item was delivered with.
- Your item needs to have the receipt or proof of purchase.

Electronics:

To be eligible for a return, your item must be in the same condition that you received it.

- Your item must be in the original packaging with all accessories and extras.
- No signs of any seal tampering.
- Your item needs to have the receipt or proof of purchase.

Please note that our concept of Try Now Buy Later is to allow you to Try Out the product just as you would in a physical store, with reasonable care and diligence. Enabling you to truly experience the product before you decide to purchase it.

In case of returns Post-Trial Period you will need to send an email to returns@strabl.com with the order details and reason for the return.

Post-Trial Refunds & Returns will be subject to The Seller's approval.

Direct purchase returns and exchanges will be subject to Seller's approval. To return or exchange an item, please send us an email to returns@strabl.com with the order details and reason for the return/exchange and the link to the product you would like to exchange it with.

Please note that exchanges can only be done from the same Seller's products.

Refunds

We do not charge your card for any purchases if the product is ordered using the 'Try Now' checkout button.

Once we receive your item during the trial period, we will inspect it and notify you that we have received your returned item. We will notify you on the status of the authorized amount within 24 hours (cool down period)

Post-trial period, if your return is approved, we will initiate a refund to your credit/debit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

For items that have been ordered using the direct purchase option, any refunds will be subject to the Merchant's approval after assessing the returned item during the Cool Down period.

Shipping

Delivery and Collection of the items will be provided by a third party logistics company.

Shipping costs are non-refundable.

Contact Us

If you have any questions on how to return your item to us, contact us on returns@strabl.com