

Try Now Buy Later - Return & Refund Policy

Return & Refund Policy

Any products returned must be within the "Trial" period after receiving and must be in the original condition. You will retain title to the Products, and risk of loss of the Products will remain with you until the merchant receives the Products and determines that the products were returned in their original condition. We will assume that you have chosen to keep any products that you do not return back to us by the end of the "Trial" 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 requested 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

Electronics:

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

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

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

Clothing:

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

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

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

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.

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

Refunds

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).

If no damages or loss is reported, only the convenience fee including the delivery charges will be deducted from the authorized amount.

In case of any damage or total loss, the deducted amount from the authorized amount will differ.

The deducted amount = Convenience fee + Cost of damage repair or Total selling price (in case of total loss).

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

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

Shipping

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

Shipping costs are non-refundable in case of returns.

Contact Us

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