

Refund and Return Policy

1. You can return the goods purchased on the glexotools.com website within 15 calendar days after you get the parcel. In order to make a refund, the goods must be unused and remain in the same condition as they were when you received them. If you want to make a refund in accordance with this paragraph, you must first send a refund request in free form to our email: info@glexotools.com. We will send you the address which should be parcel addressed for a refund. All the costs associated with the shipment of the parcel to our address are covered by the client. These costs will not be compensated.
2. If you are sure that the product you purchased has manufacturing defects, we will replace this package for you free of charge, or we will refund the price of the paid order. You must pre-send a request for a refund in free form to our email address info@glexotools.com. We will send you the address which should be parcel addressed for a refund. In this case, we cover all the costs associated with sending the parcel back to our address after we receive a confirmation about these costs. The parcel shipping cost to our address will be refunded to you when you get the refund for the order.
3. As soon as we receive your package, we will check it and let you know that we received your returned order. We will notify you about the status of your return immediately after checking the package. If your refund is approved, we will initiate a refund to your PayPal account within 5 business days.
4. If the parts of the package became malfunctioned during its operation within the warranty period, we will replace the malfunctioned item for free if the operation of the system components was carried out according to manual.
5. If you plan to apply for a guaranty service in accordance with clause 3,4, you must first send information about the defect with the attachment of its photographs and a description of the occurrence of this situation to our email address info@glexotools.com
6. Glexo allows a slight change in the shape and size of the pads that come with the kit, as we are constantly working on improvements. These changes are made solely for the purpose of improving the performance of the tool and are not a basis for a refund. Please note that there may be minor differences between the products presented on the photographic materials, which does not affect the effectiveness of the instrument. Please note that refund requirements based on this provision will not be satisfied in any way, with no exceptions.
7. The wooden box for the Glexo system shipment, although it is allowed to use it for storage of the system, is used exclusively for the protection during transportation. Given this, the damage to the wooden box, received during the transportation, as well as its condition during operation, are not a basis for a refund of the package in any case with no exceptions.
8. We reserve the right to update or change our Refund and Return Policy at any time and you should check this Refund and Return Policy periodically. Your continued use of the Service after we post any modifications to the Refund and Return Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Refund and Return Policy

If you have any questions about the Refund and Return Policy, please contact us.