Thank you for shopping at Smooth Desert Limited. We appreciate your business and strive to provide the best possible service to our customers.

Returns

Due to the nature of our products, we can only accept returns for items that are defective or damaged upon receipt. If you receive a defective or damaged product, please contact us immediately at info@smooth-desert.com with details of the product and the defect. We may request photographic evidence of the defect to assess the situation.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If your refund is approved, it will be processed and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@smooth-desert.com and send your item to Flat4, Woodside Court, Northumberland Avenue, London E12 5HB, United Kingdom.

Shipping

To return your product, you should mail your product to: info@smooth-desert.com .

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Contact Us

If you have any questions about our Return and Refund Policy, please contact us:

By email: info@smooth-desert.com

By visiting this page on our website: https://smooth-desert.com/contact-us/