

## RETURNS & REFUNDS POLICY – SMART TEC

Effective as of 05/12/2025

### 1. Right of Withdrawal

Consumers have 14 days from receipt to exercise the right of withdrawal. Exceptions: personalized products, opened sealed software, opened hygiene products, fully completed services.

### 2. Return Procedure

- 1) Email [smarttec.fr@gmail.com](mailto:smarttec.fr@gmail.com)
- 2) Follow return instructions
- 3) Return unused product in original packaging
- 4) Include order number

### 3. Return Address

SMART TEC – Returns Department

54 Rue d’Auvergne, 36000 Châteauroux, France

### 4. Return Shipping Costs

Customer pays unless SMART TEC error or defective product.

### 5. Refunds

Refund issued within 14 days after verification.

### 6. Defective or Non-Conforming Products

SMART TEC will replace or refund under legal warranty.

## 7. Customer Service

Email: [smarttec.fr@gmail.com](mailto:smarttec.fr@gmail.com)

Phone / WhatsApp: +33 6 12 36 90 78