

## Returns

We are happy to accept returns if we are notified **within 14 days of delivery** and the item is unused and in its original packaging. We must receive the returned item within 20 days of the return being initiated. To initiate a return, please email us at [veroniek@taog.be](mailto:veroniek@taog.be), use the subject line "Return" and include the reason for return. We will ask that you send the item back to us, and once we receive it and check that there are no signs of use or damage, we will initiate a refund to you. If your refund is approved, then your refund will be processed and you can expect the charge to return to your account within 5-7 business days.

## SHIPPING

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. We do not accept responsibility for returned items that get lost in the post on their way to us.

## FAULTY ITEMS

If your item is faulty please send images of the FULL front, back cover, the faulty pages and your packing slip to [veroniek@taog.be](mailto:veroniek@taog.be) and we will review it. If the item is found to be faulty then we will refund you or exchange your order.

## EXCHANGES

Unfortunately, we don't offer exchanges but we can offer a refund if your purchase is within 14 days of delivery as per our refund policy.

## LATE OR MISSING REFUNDS

you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at **[veroniek@taog.be](mailto:veroniek@taog.be)**.

**We ship globally to almost every country.**

**Once your order has been placed we aim to process them within 2 days, Mon - Fri.  
Once processed approximate shipping times are:**

### **Belgium**

Standard Shipping **Not Tracked:** 2-5 business days approx. (weekend excluded)

1st Class Signed For - 1-2 business days approx. (weekend excluded)

Next Working Day (weekend excluded) - Orders must be placed **before 12 noon Mon-Fri**

(weekend and public holidays excluded)

### *Europe*

Standard Shipping **Not Tracked:** 7-14 business days approx. (weekend excluded)

International TRACKED: 5-7 business days approx. (weekend excluded)

### *ROW*

Standard Shipping **Not Tracked:** 10-15 business days approx. (weekend excluded)

International TRACKED: 7-10 business days approx. (weekend excluded)

International Express 1-3 Day Delivery is available upon requests - Please email [veroniek@taog.be](mailto:veroniek@taog.be)

*\*Shipping fees are weight based and therefore will depend on your order.*

**\*\*The art of growing takes no responsibility for duty, customs and any other charges incurred during the shipping process.**