

1. The Customer has the right, without stating a reason, to cancel the Purchase-Sale Agreement concluded in the E-shop when purchasing goods, except for contracts specified in Article 6.228 of the Civil Code of the Republic of Lithuania. in part 2, within 14 (fourteen) days from the day of delivery (receipt) of the goods. Additionally, please be aware that the maximum delivery time is set at 30 days (for the products that need to be custom-made).
2. In order to return quality product(s), the Customer must notify the Retailer in writing (e-mail) and fill out the goods return form, which can be found at <https://balalubaby.lt/return-and-exchange-policy/>. The Customer can also submit the aforementioned goods return form to the Retailer when returning the goods. The Customer must return the goods no later than within 14 (fourteen) days from the day of delivery (receipt) of the product. Additionally, please be aware that the maximum delivery time is set at 30 days (for the products that need to be custom-made).
3. When returning quality goods, the Customer is responsible for the proper packaging of the goods to be returned. The Customer shall bear the direct costs of returning the goods, unless the Retailer instructs the Customer otherwise after receiving the contract cancellation notice.
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5. Goods can be returned by parcel service, courier or post office.
6. The sum paid for the returned product, including the amounts paid by the Customer for delivery, is refunded to the Customer after the goods are returned to the Retailer.
7. The money for the goods is refunded to the Customer by bank transfer.
8. The Retailer is not considered to have violated the refund terms if he cannot transfer the money due to the Customer's fault (delay in returning the goods, inaccurate data, etc.).
9. When returning goods, the Customer must comply with the following conditions:
10. The returned item must be in its original or other type of neat packaging;
11. The returned item must be undamaged by the Customer;
12. The returned item must be unused, with its commercial appearance intact (labels, protective film intact), this clause does not apply in the case of a defective product being returned;
13. The returned item must be in the same set as it was received;
14. When returning the item, it is necessary to submit a VAT invoice confirming its purchase, and to fill out a item return request.
15. If the returned product is not fully assembled, is damaged, untidy and/or improperly packed, the Retailer has the right not to accept the returned item and not to refund the money paid by the Customer for the returned product.
16. In the case of the sale of low-quality goods, the Customer can request replacement of the poor quality goods with suitable ones, reduce the price of the goods or return the goods and receive a full refund. Replacement and return of defective goods is carried out in accordance with the procedure established by these Rules and legal acts of the Republic of Lithuania.
17. The Customer cannot return such items, the possibility of return of which is not provided by the legal acts of the Republic of Lithuania.

