



CANCELLATION POLICY ADVISORY

Cancellation Policy

You have the right to cancel your purchase within 14 days - no explanation needed. This cancellation period begins on the day you, or someone you've authorized (other than the delivery service), receive the goods.

If you wish to cancel your order, please contact us at:

HD VELIS KFT
Bezerédj utca 19, 1
1081 Budapest, Hungary
Email: customercare@velisfashion.com
Phone: +36 70 567 6868

To process your cancellation, simply send us a clear statement of your decision (for example, by letter, email, or fax). While we do offer a cancellation form for convenience, using it is completely optional.

As long as your cancellation notice is sent within the 14-day period, your right to cancel remains valid.

Consequences of Cancellation

If you cancel your purchase, we'll issue a full refund for all payments made, including standard shipping costs. Please note that any additional charges incurred from selecting a delivery method other than our standard option are not refundable. Your refund will be processed as soon as possible—no later than 14 days from the date we receive your cancellation request.

We'll use the same payment method you used for the original transaction, unless a different arrangement has been agreed upon. Rest assured, you won't be charged any fees for the refund.

We may wait to issue your refund until either the items have been returned to us or you've provided proof that they've been sent back—whichever comes first.

Please return the items without delay, and no later than 14 days after letting us know you're cancelling your order. Send them to:

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You are only required to compensate us for any loss in value if the loss in value can be traced back to unnecessary handling, which goes beyond the admissible proofing of the condition of the item, its characteristics and functionality.

Exceptions to the Cancellation Policy

Please note that the right to cancel does not apply to products that have been customized or personalized. Once a garment has been tailored or altered to your specifications, the cancellation policy is no longer valid.



CANCELLATION FORM

If you would like to cancel the contract, please complete and return the following form:

To

HD VELIS KFT
Bezerédj utca 19, 1
1081 Budapest, Hungary
Email: customercare@velisfashion.com
Phone: +36 70 567 6868

I hereby cancel the contract I concluded for the purchase of the following goods:

Ordered on

Received on.....

Name of consumer:

Address of the consumer:

Consumer signature (only in the event of notification in paper form)