

Fizzics Return Policy Purchases in the original packaging may be returned within 14 days of delivery for a refund. No refunds will be issued for purchases that are dirty, damaged, missing parts or returned more than 14 days after delivery.

Note: The 14-day return window is extended to 30 days for gifts purchased more than 14 days in advance (i. e. Christmas, Father's Day, birthdays, etc.)

To Request a Refund

1. E-Mail us at [account@designchicken.hk](mailto:account@designchicken.hk)
2. Include your Order # and reason for returning the item
3. Once the item is received and inspected, a refund will be processed back to original method of payment. Please allow 3 - 5 days for a credit to appear on your bank or credit card statement.

Customer is responsible for the shipping costs to return an item.

If you have any questions, reply to this e-mail or contact us at [account@designchicken.hk](mailto:account@designchicken.hk).