

Return & Refund

Return

At Onori you can return for **FREE**. Returns can be made free of charge via DHL ServicePoint. You have **14 days** from the item being delivered to you or available for collection to return it for a refund. You can try an item and view it as you would in a store. Keep an item really new. Also view our general terms and conditions. Your order includes a return label which you can stick on the package, after which you can deliver the package to a DHL ServicePoint. Return the items you wish to return in their own packaging and as much as possible in one box or bag.

Refund

I have returned my order, when will I receive my money back?

You have returned an item and are waiting for the refund. The processing of a return can take up to 10 days. When your return has been processed, the purchase amount will be refunded as soon as possible to the payment details known to us. If you paid for your order by bank transfer, you can expect a refund to your bank account within 5 working days *. For payments with creditcard this can take up to 14 days * **.

* Normal processing time, with some exceptions.

** If you have paid by credit card, the refund can be found on the next monthly statement or on the day of debit.