

Return & Refund Policy

Ateez Pop-up Store 2025 @ Brussels

If a customer encounters an issue with a product purchased during the Brussels Pop-Up Store, the following return conditions apply.

1. Return Policy

Due to the nature of the Pop-Up Store, returns, exchanges and refunds are not allowed after leaving the Pop-Up Store premises.

2. Conformity Guarantee

In accordance with Belgian and European legislation, we apply a 2-year conformity guarantee for defective products. This guarantee covers manufacturing defects and does not apply to damage caused by the customer's use.

3. Proof of Purchase

To process the return, a proof of purchase (receipt) is required.

4. In-store Return vs. Return by Mail

In-store Return: The customer can return the product directly to our premises by appointment.

Return by Mail: If the customer cannot visit the Pop-Up Store premises, we will provide a return address. Return shipping costs are the responsibility of the customer and will be reimbursed if the defect is confirmed.

5. Refund

Once the defect is confirmed, we will process the refund of the purchase price as well as shipping costs. The customer must provide a bank account number for the refund to be processed.

If the product is not defective, it can be sent back to the customer at their expense.

6. Contact

For any questions or to initiate a return, please contact us via email at info@ohjinda.com.