

Thank you for choosing your interest in Pomton. We appreciate your interest and want to ensure a smooth and seamless shopping experience. As part of this commitment, we have developed the following Shipping Policy:

Shipping Options:

1. We offer a variety of shipping options for your convenience, including standard shipping.. Shipping costs are calculated based on the urgency and dimensions of your order, as well as the shipping destination.

Shipping Times:

2. We strive to process and ship all orders within 2-3 business days of receiving your order. Shipping times vary depending on the shipping option selected and the destination of the shipment. Estimated delivery times will be provided at the time of checkout, and you will receive a tracking number to track your package.

Shipping Restrictions:

3. We currently ship only to addresses within Belgium. We are unable to ship to PO boxes, APO/FPO addresses, or international destinations.

Shipping Costs:

4. Shipping costs are calculated based on the urgency and dimensions of your order, as well as the shipping destination. Shipping costs will be displayed at checkout.

Delivery Issues:

5. If you experience any issues with the delivery of your order, please contact our customer service team at nathan@pomton.be as soon as possible. We will work with the shipping carrier to resolve any issues and ensure the prompt delivery of your order.

Return:

We do not accept returns or exchanges on any products purchased from our webshop. All sales are final. Please make sure to carefully review your order before completing your purchase.

Damaged or Defective Products

If you receive a damaged or defective product, please contact us within 24 hours of receiving your order. We will require photos of the damaged or defective product before issuing a refund or replacement.

Refunds

If you are eligible for a refund, we will process it within 5 business days of receiving your request. Refunds will be issued in the original form of payment.

Address Verification:

6. Please ensure that your shipping address is correct and complete. We are not responsible for packages that are undeliverable due to incorrect or incomplete addresses.

If you have any questions or concerns regarding our Shipping Policy, please do not hesitate to contact us at nathan@pomton.be.