

Returns and refunds:

At Concept Numérique Inc, your satisfaction is our priority. Have we correctly assessed your needs? Did you test the product before buying it? If there was a problem with your purchase, please inform us so we can work together to find a solution.

Return Policy

Return Policy for the Holidays:

Our offices will be closed from December 23, 2021, to January 11, 2022, please contact us before Monday, December 20, 2021, or after Monday, January 17, 2022.

Return policy of Concept Numérique Inc.

You can return your items using your preferred carrier within 15 calendar days of the date of reception of your order. In the shipment, you will need to provide a copy of your invoice, include the original packaging, and make sure that the product is intact, unused, undamaged and with all the accessories provided. Prior to returning the product, make sure to contact our customer service at boutique@conceptnumerique.com 1-800-989-1121 (1-819-601-1121) for approval.

Standard Return Policy

If you are not satisfied with an item, you may choose to return it by first writing to boutique@conceptnumerique.com or by calling us at 1-800-989-1121 (819-601-1121).

Items not eligible for return include:

- Open or inadequate packaging.
- Loss of an item.
- Product used.
- Damaged or unfit product.

How to return a product

Prior to returning a product, please contact one of our team members at boutique@conceptnumerique.com or 1-800-989-1121 (819-601-1121) to obtain authorization and to know how to return it. Shipping charges may apply if you had obtained free delivery.

When to contact us

We are available from Monday to Friday between 9:00 am and 12:00 pm and 1:00 pm and 4:00 pm, Eastern time. With a view to continuously improve our services, we welcome your comments.

Technical problems with your new product

Please, feel free to contact our team at service@conceptnumerique.com or at 1-800-989-1121 (819) 601-1121 option 4, Monday to Friday from 9:00 am to 12:00 pm and 1:00 pm and 4:00 pm Eastern time.

If you are experiencing difficulties with a product from a brand other than Kalliope after the 15-day period, please contact the manufacturer directly.

Refunds

A refund will be issued upon receipt of your returned item, providing it complies with our return policy. The method by which your refund is issued varies, depending on the original method of payment:

- Credit card refunds will be sent within 10 business days of receiving the returned item. If you have any questions about when credit will be applied to your account, please contact your card issuer.

Replace an item

Si If items ordered from our online store are delivered damaged or do not match your order, you can return them by contacting customer service at boutique@conceptnumerique.com or 1-800-989-1121 (819-601-1121).

Return and refund tracking

Please write to boutique@conceptnumerique.com to find out more about the status of your request. You can also call us at 1-800-989-1121 (819-601-1121)

For more information

Link to our General Terms and Conditions of Sale: