

At MB Jonkira, we care about the quality of the products dedicated to you and your home, therefore, we always make sure that our products would be of high quality and satisfy the expectations of all customers.

- If, for some reason, you decide to return the product which you purchased in the “Linogijos” online store, please inform us within 14 days from its arrival at [info@linogijos.lt](mailto:info@linogijos.lt)
- It is mandatory to fill out and send the product return form together with the product [\(download\)](#).
- The Buyer must send the returnable products by the registered parcel. The number of the registered parcel has to be provided to the Seller no later than during 24 hours after the shipment. The returned or changeable products have to be sent to the following receiver:

**MB Jonkira**  
**Kalno g. 3, Mažoji Riešė, Vilniaus raj.**  
**LT-14300**

## **1. General product return and exchange policy**

**1.1.** The return of products is carried out in accordance with the Government of the Republic of Lithuania Order No. 217 of June 29, 2001 “Regarding the approval of the rules for the return and exchange of items”.

**1.2.** Shipping expenses for returned qualitative or interchangeable products are paid by the Buyer. The Buyer receives only the amount of money which was paid for the product.

**1.3.** In order to return the product(s), the Buyer can do so within 14 (fourteen) days from the day of product delivery to the Buyer, informing the Seller by e-mail, adding photos or videos of the product and/or package describing the problem.

**1.4.** The returned product must be in its original, undamaged package: undamaged, unused, in the same set as the Buyer received it, without losing its merchandise appearance (undamaged labels, protective film not ripped, etc.). When returning the product, it is obligatory to submit the paper (printed) document of its purchase (order, payment copy).

**1.5.** When returning a qualitative product, delivery costs are not returned to the Buyer.

**1.6.** When returning the wrong product, the Seller undertakes to replace such product with the necessary one. When the ordered product is not available, all the money is returned to the Buyer (for the item and the actual shipping costs incurred).

**1.7.** When a defective product is returned, the Seller undertakes to replace the defective product with analogous item or refund the Buyer.

**1.8.** Guided by the rules of item return and exchange, approved by the Government of the Republic of Lithuania Order No. 217 of June 29, 2001 “Regarding the approval of the rules for the return and exchange of items”, the Buyer’s demand to replace the purchased item with similar items or return the money, if the Buyer does not like the shape, size, color, model or item

set of the purchased product, can only be satisfied if the Seller agrees and the Buyer purchased the following goods:

- Bedding sets;
- Towels;
- Linen clothes.

The Seller has the right not to accept the Buyer's returned products, if the Buyer does not follow the rules of the return policy determined in articles 1.2-1.5, 1.9-1.10 of this policy.

**1.9.** If the Buyer paid for products with a gift coupon, then the coupon and other additional paid amount (if it was paid) is returned.

**1.10.** If the Buyer returns the product which was bought with a discount, the paid amount with applied discount is returned.

**1.11.** The paid money for the products is returned within 5 working days since the day of order cancelation.

## **2. Final provisions.**

**2.1.** This product return policy is concluded in accordance with the laws and legislations of the Republic of Lithuania.

**2.2.** All disputes arising from the execution of these rules are resolved through negotiations. If an agreement cannot be reached, disagreements are resolved in accordance with the procedure established by the laws of the Republic of Lithuania.