

RETURN POLICY

Under Article L121-20 of the French Consumer Code ("Code de la consommation"), the purchaser has 7 business days from the delivery of their order to exercise his right of withdrawal.

Please inform us if you wish to withdraw by contacting us by email at contact.tacylate@gmail.com. We will send you a retraction form to accompany the returned merchandise, with receipt or proof of purchase.

To receive a return, The product must be in the same condition that you receive it and undamaged in any way. It must also be kept in its original packaging.

GUARANTEES

All products supplied by TACYLATE benefit from the legal guarantee provided by Articles 1641 and following of the French Civil Code.

All claims, requests for exchange or refund must be made by email, at the following address: contact.tacylate@gmail.com, within 30 days after delivery, detailing the reason for your request and the contact details where we can reach you. We will quickly get back in touch with you.

Warning: Please do not return anything without prior approval from our customer service as your shipment may not be considered.