

Returns Policy

Here at PRIMO we DO accept returns of products that you have purchased. They must be returned to us within 14 days of your purchase, with other requirements needed to be met. In order to be eligible for a full refund:

- The items need to be in the original packaging where it forms part of the goods, for example, boxed goods, garments. Where an item has a tags, it must still be attached and undamaged upon return. Return postage is at your own cost and risk.
- You have a legal obligation to take reasonable care of the goods while they are in your possession. If you don't comply with this obligation, we may have a right of action against you for compensation. This applies to any goods that are returned to us.
- Our returns policy does not affect your statutory rights. If you wish to return items purchased from us claiming they are defective, we will examine the returned goods and will contact you for your refund via email or Direct Message within a reasonable period of time. We will process the refund due to you as soon as possible.
- If a refund or reimbursement is payable to you, we will transfer the money using the same method originally used by you to pay for your purchase.

Should you want to request a return of your purchased goods, simply fill in this [return form](#) and [email](#) it to us. And we will get back to you as soon as possible.