

SOTRAS

Return policy

Sotras will allow return of unsold products limited at its sole option and provided that the products are found to be in 100% unaltered and re-saleable conditions.

All returns of products must be approved by Sotras in advance. The return request showing types and quantities, must be sent to the following address:

sales@sotras.com

Sotras will refund 60 percent of the invoiced value of the products returned in re-saleable conditions and the price of returned products will be applied as credit or exchange on your next order, after application of the restocking charge.

The returned products found to be not in re - saleable condition, will be at customers' disposal for recollection within 30 days from Sotras' written notice, after which the products will be bound for disposal. All transportation costs for the returned products will be on customer's charge.

Last updated on 06/06/2022