

Returns and Refunds Policy

Effective date: May 19, 2019

Thank you for shopping at The flyingBroker.

If you are not entirely satisfied with your purchase, we're here to help.

Our products can be returned within 7 days of the original purchase of the product.

To be eligible for a return, please make sure that:

The product was purchased in the last 7 days

The product is in its original packaging

The product isn't used or damaged

The product isn't customized (See description below)

You have the receipt or proof of purchase

You obtained a Return Merchandise Number (RMN) from us

Products that do not meet these criteria will not be considered for return.

To obtain a Return Merchandise Number (RMN), contact us:

By email: contact@the-flyingbroker.com

By visiting this page on our website: <https://www.the-flyingbroker.com/contact-us>

Send the product with its original packing and the receipt or proof of purchase and the RMN number, to:

901 Pennsylvania Ave, Ste #3-528, Miami Beach, FL 33139 USA

Shipping charges

Shipping charges incurred in connection with the return of a product are non-refundable.

You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from The flyingBroker.

Damaged items

If you received a damaged product, please notify us immediately for assistance.

Customized items

We do not accept returns or refund for customized items.

Customized items, usually are items produced according the order of the customer.

For example: Items with customizable colors, items with customizable in-prints, or items produced according the description of a customer.

Please notify us for assistance, if you are not happy with such an item, and we will find a solution if applicable.

Sale items

Sale items can be refunded.

Digital products

We do not issue refunds for digital products once the order is confirmed and the product is sent.

We recommend contacting us for assistance if you experience any issues receiving or downloading our products.

Clothing items

We can't accept returns on Clothing, for unliked items or

Grocery Items

We can't accept returns on Groceries, even if the packing isn't open, and the items wasn't used. This is due to hygienical, health and safety reasons, related to storing regulations, durability of some product, and security reasons.

Refund due to extend shipping time

Since most of our Items, are produced and shipped directly from manufactures from all over the world, the processing and shipping time, can be significantly extended for some items. We do not refund for items, where processing and shipping times takes up to 45 consecutive days, for orders to arrive to our customers. The maximum of 45 consecutive days for processing and shipping, will begin from the day where the customers placed the order, and we received the total amount paid for the order, including taxes, additionally fees and any shipping fees as applicable for the order.

Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

By email: contact@the-flyingbroker.com

By visiting this page on our website: <https://www.the-flyingbroker.com/contact-us>