



MUSHSHO INTERNATIONAL STORE POLICY

We founded Mushsho with one goal in mind: giving our customers a fair, rewarding and enjoyable shopping experience. Our store policies are detailed below.

SHIPPING POLICY

How It Works

At MUSHSHO INTERNATIONAL DIŞ TİCARET LİMİTED ŞİRKETİ, we offer a variety of shipping options for our customers. Our shipping policy is as follows:

Processing Time

Orders are processed within 1-3 business days. We will send you a confirmation email with the tracking information once your order has been shipped.

Shipping Method

We use a variety of shipping methods to deliver our products to customers, including standard shipping, express shipping, and expedited shipping beside third party “dropshipping sites” shipping methods. The shipping method will be determined based on the destination, size and weight of the package and the third party policies and conditions.

Shipping Cost

The cost of shipping will be determined based on the shipping method, destination, size and weight of the package. The shipping cost will be displayed during the checkout process and will be added to your total order cost.

Shipping Time

The estimated shipping time will vary based on the shipping method and destination. Standard shipping usually takes 7-14 business days, express shipping takes 3-7 business days and expedited shipping takes 1-3 business days. Please note that these are estimated shipping times and may vary depending on the location and any unforeseen circumstances.

International Shipping

We do ship internationally, but please note that the shipping time and cost will vary depending on the destination country and customs regulations. Please check with your local customs office for more information on import taxes and fees. In case of any issues with the shipping, please do not hesitate to contact us at info@mushsho.com This policy was last updated on 1st January 2023.





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OUR RETURN POLICY

Return Eligibility

To be eligible for a refund, the merchandise must be in new and unused condition, with all original tags and packaging. We will not accept any merchandise that has been used, worn, altered, or damaged.

Return Process

To initiate a return, please contact our customer service team at refund@mushsho.com and provide your order number and the reason for return. We will provide you with a return shipping label and instructions for returning the merchandise.

Return Shipping

The customer is responsible for the cost of return shipping. We recommend that you use a trackable and insured shipping method, as we cannot be held responsible for lost or damaged packages.

Refunds

Once we receive and inspect the returned merchandise, we will process your refund. The refund will be credited to the original method of payment. Please note that it may take up to 10 business days for the refund to appear on your statement.

Exchanges

If you would like to exchange an item, please contact our customer service team at refund@mushsho.com and provide your order number and the reason for exchange. We will provide you with instructions for returning the merchandise and placing a new order. This policy was last updated on 1st January 2023.

WARRANTY DISCLAIMER

About Our Policy

The products sold by MUSHSHO INTERNATIONAL DIŞ TICARET LİMİTED ŞİRKETİ are provided "as is" and without warranties of any kind, either express or implied. We do not warrant that the products will meet your expectations or that their operation will be error-free.

To the fullest extent permissible under applicable law, we disclaim all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. We





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do not warrant that the products, their operation, or the content of our website will be uninterrupted or error-free.

We do not make any representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

This warranty disclaimer applies to the fullest extent permitted by law and shall survive any termination or expiration of these terms or your use of the products.

This disclaimer was last updated on 1st January 2023.

PRIVACY POLICY

Your Data is Secure

At MUSHSHO INTERNATIONAL DIŞ TİCARET LİMİTED ŞİRKETİ, we are committed to protecting the privacy of our customers. This privacy policy explains how we collect, use, and disclose personal information when you use our website and services. Our company address is İZZET PAŞA MAH. YENİ YOL CAD. NUROL TOWER NO: 3 İÇ KAPI NO: 336 ŞİŞLİ/ İSTANBUL.

Collection of Personal Information

We collect personal information when you create an account, place an order, sign up for our newsletter, or participate in a survey or promotion. The personal information we collect may include your name, email address, mailing address, phone number, and payment information.

Use of Personal Information

We use your personal information to process your orders, provide customer service, and send you promotional materials. We may also use your personal information for internal research and analysis purposes.

Disclosure of Personal Information

We do not share or sell your personal information to any third parties for marketing or advertising purposes. We may disclose your personal information to third parties for the following purposes

- To fulfill your orders
- To provide customer service





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- To comply with legal requirements, such as a subpoena or court order
- To protect the rights and safety of our customers and employees

Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no internet transmission is ever completely secure or error-free. In particular, email sent to or from our website may not be secure. Therefore, you should take special care in deciding what information you send to us via email.

Changes to this Privacy Policy

We may update this privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on our website. You are advised to review this privacy policy periodically for any changes.

Contact Us

If you have any questions or concerns about our privacy policy, please contact us at info@mushsho.com. This policy was last updated on 1st January 2023.

