



Delivery & Return Policy

GENERAL INFORMATION

By placing an order through our website, you are deemed to have accepted the Preliminary Information Form and the Distance Sales Agreement presented to you electronically.

Buyers are subject to the provisions of the Consumer Protection Law No. 6502 and the Distance Sales Regulation (Official Gazette: 27.11.2014/29188), as well as all other applicable laws.

Shipping costs are paid by the buyer unless stated otherwise.

Each purchased product will be delivered to the recipient or the address indicated by the buyer within a maximum of 30 days. If the product is not delivered within this period, the buyer may terminate the contract.

The purchased product must be delivered in full, in accordance with the order specifications, and include any accompanying documents such as the warranty certificate and user manual.

If delivery becomes impossible, PureMe Global must notify the buyer in writing within 3 days of becoming aware of the situation, and refund the full payment to the buyer within 14 days.

PAYMENT FAILURE

If the buyer fails to make payment or if the transaction is canceled in bank records, PureMe Global has no obligation to deliver the product.

UNAUTHORIZED CREDIT CARD USE

If, after delivery, it is determined that the payment was made using a credit card without authorization and the payment is not transferred to PureMe Global by the relevant bank or financial institution, the buyer must return the product within 3 days, with all shipping costs covered by PureMe Global.

DELAYS DUE TO UNFORESEEN CIRCUMSTANCES

If delivery cannot be made on time due to unforeseen or force majeure circumstances, the buyer will be informed. The buyer may then request cancellation of the order, a replacement product, or a postponement of delivery until the issue is resolved.

If the buyer cancels the order:

- For cash payments, the refund will be made within 14 days.
- For credit card payments, the refund will also be processed within 14 days, but the bank may take 2–3 weeks to reflect the amount to the buyer's account.

BUYER'S RESPONSIBILITY UPON DELIVERY

Before accepting the product, the buyer must inspect it for damage such as dents, cracks, or torn packaging. Products received in good condition are considered undamaged and accepted by the buyer.

If the buyer wishes to exercise the right of withdrawal, the product must not be used and must be returned with the original invoice.

RIGHT OF WITHDRAWAL

The buyer has the right to withdraw from the contract within 14 (fourteen) days from the date the product is delivered to them or the person/address they designated, without giving any reason and without incurring any penalty.

To exercise this right, the buyer must contact PureMe Global using the following details:

Company: PureMe Global

Address: Sanayi Street, Çaldıran Avenue No:11/3, Güngören, İstanbul, Türkiye

Email: info@puremeglobal.com

These contact details must be used for all withdrawal notifications, legal correspondence, and return-related communications.

WITHDRAWAL PERIOD

If the purchase involves a service, the 14-day withdrawal period starts on the date the contract is signed. Once service performance has begun with the consumer's consent, the right of withdrawal cannot be exercised.

All costs arising from the withdrawal will be covered by PureMe Global.

To use the right of withdrawal, the buyer must send written notice by registered mail, fax, or email within 14 days, provided the product has not been used and complies with the "Non-Returnable Products" section below.

RETURN PROCEDURE

The product invoice must be included with the return.

If the product was invoiced to a company, a return invoice issued by that company must also be provided.

Returned items must include the product box, packaging, standard accessories, and all contents, undamaged and complete.

RETURN CONDITIONS

Upon receiving notice of withdrawal, PureMe Global will refund the total amount and any documents placing the buyer under obligation within 10 days, and collect the returned item within 20 days.

If the product is damaged due to buyer negligence, the buyer is responsible for compensating the damage proportionally. However, normal wear and tear from proper use during the withdrawal period will not be considered damage.

If the return causes the total order amount to fall below a promotional threshold, the discount originally applied will be canceled.

NON-RETURNABLE PRODUCTS

The right of withdrawal cannot be used for:

- Products prepared or customized according to the buyer's personal preferences
- Underwear bottoms, swimsuits, or bikini bottoms
- Cosmetics and makeup products
- Single-use items
- Perishable goods or items with an expired shelf life
- Products that cannot be returned for health or hygiene reasons after the package has been opened
- Products that have been mixed with others and cannot be separated by nature
- Newspapers, magazines, or periodicals (unless part of a subscription contract)
- Digital content, software, or services instantly provided electronically
- Audio or video recordings, books, software programs, data storage devices, and computer consumables once their packaging has been opened

Cosmetics, personal care products, underwear, swimwear, books, software, DVDs, VCDs, CDs, cassettes, and stationery consumables (toners, cartridges, ribbons, etc.) must be unopened, unused, and undamaged to be eligible for return.

DEFAULT AND LEGAL CONSEQUENCES

If the buyer defaults on payment made by credit card, they agree to pay interest and be held responsible to their bank under the credit card agreement. The bank may take legal action and claim legal and collection costs, including attorney fees.

In any case of default, the buyer agrees to compensate PureMe Global for any damages resulting from delayed payment.

PAYMENT AND DELIVERY

You may pay by bank transfer or EFT to one of our PureMe Global bank accounts.

You can also make secure online payments with your credit card, in a single payment or in installments, depending on your card options. Upon order completion, your card will be charged for the total amount.