

SEKKISEI

Returns & Exchanges

To initiate a return please email us at service@costcosekkisei-usa.com and include your order # and reason for return. Refunds will be credited to the original form of payment. The following rules apply:

- Only products purchased on costco.sekkisei-usa.com may be returned for a refund.
- If your order arrives damaged, defective or wrong item, you are not charged for shipping cost, otherwise the cost of the return shipping label is to be deducted from the total refund amount.
- Returns are accepted within 90 days of receipt.
- Returned merchandise should be in the same condition as when you received it, undamaged, sale-able, in its original packaging.
- We reserve the right, at its sole discretion, to determine if returned merchandise is in saleable condition. Refused return items will be sent back to you at your expense.
- Please note that the refund is calculated based on the merchandise value only (shipping fees are not credited).

Please allow 10 to 14 days for processing your return.