

Return & Refund Policy

Our Return and Refund Policy was last updated on 29 April 2023.

Thank you for shopping at Senkusha.

If, for any reason, You are not completely satisfied with a purchase, We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchase with Us.

1. INTERPRETATION AND DEFINITIONS

1.1 Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

1.2 Definitions

For the purposes of this Return and Refund Policy:

- “Company” (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Senkusha Limited.
- “Goods” refers to the items offered for sale on the Service.
- “Orders” means a request by You to purchase Goods from Us.
- “Service” refers to the Website.
- “Website” refers to Senkusha, accessible from <https://www.senkusha.io>
- “You” means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

2 YOUR ORDER CANCELLATION RIGHTS

You are entitled to cancel Your Order if the related Artist fails to deliver the fan experience you purchased.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

- By sending us an email: team@senkusha.io

We will reimburse You no later than 14 days from the day on which We verify and accept the refund request. We will use the same means of payment as You used for the Order, and You will not incur any fees for such reimbursement.

We reserve the right to refuse returns at our sole discretion.

3. CONTACT US

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

- By sending us an email: team@senkusha.io