I received an item that is not included in my order!

Suise Ubeda - 2026-07-24 - Comments (0) - General

We always try our best to ensure that all of the items you have ordered are complete, from picking through final checking, encoding, and packing. Although this rarely happens, unfortunately, mistakes do occur and we may miss an item during preparation.

We'd really appreciate it if you let us know if this occurs as the item might be intended for someone else. In addition, we believe it is important to be accountable for our errors and this would help us continuously improve our staff training and services.

You are welcome to keep or schedule a pick-up for the item if you wish.