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PRODUCTS RETURNS & EXCEPTIONS

1) If you purchased TAP product from an authorized retailer, and the product has problem, please read the Guarantee terms for returning..

https://www.tap.com.gr/images/stories/pdf/TAP_Guarantee.pdf

2) If for any reason you're not completely satisfied with your purchase of TAP product, you can return it in its original condition within 30 days of purchase.

Returned items must be in original, brand-new condition, showing no signs of wear or use such as pick scratches, scuffs, dings or scrapes on the item or collateral materials. Items must also include all original packaging, manuals, warranties and accessories.

3) Your refund will be promptly processed upon successful evaluation of your returned item from our trained professionals.

Refunds are made for product value only, excluding shipping and handling charges. If you received Free Shipping on your order, the value of the uncharged shipping cost will be deducted from your refund.

4) Some TAP products are excluded from return procedure. Such as.

All products with wooden surface if the wooden surface has been treated or after installation and finishing . Such sensors in wooden case, or in wooden bridges.