

Shipping Policy & Return Policy

At Elistre, we care about your satisfaction with our products and services. We want to make sure you're completely happy with your purchase, from the moment you place your order until it arrives at your door. That's why we have a simple, straightforward shipping and return policy designed to protect your interests and guarantee you the best shopping experience possible.

Shipping Policy:

1. We offer free shipping on all orders within the United States.
2. International shipping rates vary based on destination and weight of the package.
3. Orders are typically processed and shipped within 1-2 business days, excluding weekends and holidays.
4. Once your order has shipped, you will receive a confirmation email with tracking information so you can follow your package's journey.

Return Policy:

1. We do **NOT** accept returns for opened or used products due to health and safety reasons.
2. Unopened products in their original packaging can be returned within 30 days for a full refund.
3. To initiate a return, please contact us at support@elistre.com. We will provide you with a return shipping label. Please ensure that the product is securely packaged, and the return label is attached. **NOTE:** Customers are responsible for the return shipping costs unless the return is due to our error (e.g., you received an incorrect or defective item).
4. Once we receive the product and verify that it meets our return policy criteria, we will issue a refund to your original payment method. Refunds typically take 3-5 business days to process.
5. **Damaged or Incorrect Items:** If you receive a damaged or incorrect item, please contact us immediately via email-support@elistre.com. We will arrange for a replacement or refund and cover the return shipping costs.
6. **Exceptions:** Any exceptions to this policy will be handled on a case-by-case basis.

We appreciate your understanding and cooperation. If you have any questions or need further assistance, please do not hesitate to contact us. We're here to help!