

Frequently Asked Questions

Damaged goods can only be returned when the delivery driver is present at the time of delivery. If the driver is gone and you did not call us; There must be a letter describing the damage in writing, consisting of a photograph, signed documents and a delivery (CMR) document sent to us showing the damage, and the CMR document (delivery document) must be signed by the driver of the company that delivered it. Otherwise, the damaged goods will not be returned, the payment will not be made.

Is delivery fee charged for orders?

The prices we give include shipping, excluding taxes delivered to European countries. Our delivery prices to other countries are calculated according to the Country - City and the product you will receive, and you are notified by e-mail within 3 days at the latest.

How can I cancel my order?

By sending your order via e-mail to info@kinearts.com:

A) You can cancel your order within 3 days of making your payment without any money deduction.

B) If you cancel 7 days after making your payment, 50% of your Payment will be refunded with a deduction for the costs of the products and preparations received for the order.

C) If you cancel 15 days after making your payment, there will be no refund.

What is your return policy?

Mallarınızı teslim aldığınız gün itibari ile bir daha iade edemezsiniz.

When will my order arrive?

Your order will be delivered to your address within 30 days at the latest after you make your payment.

Can I pay by wire transfer?

Yes you can. You can transfer money to our account numbers on our page. After paying by wire transfer, please send us a copy of your bank receipt via e-mail.

Do you provide any discounts?

Yes. We offer Professional Discounts to our Professional Client Accounts. All requested offers will be reviewed and a Professional Discount will be applied based on your offer type, volume, frequency and specific inquiry. All offers are carefully reviewed to ensure the best prices available!

I can't find what I need?

Some products may be offline. If you cannot find the Spa Equipment or Spa Equipment you need, please contact us: info@kinearts.com We will assist you with all your requests by providing you with the most suitable options and recommendations!