Sipstem

Refund policy

30-day money-back guarantee

We want you to love your Sipstem tumbler. If it is not right for you, you have 30 days from the day your order is delivered to ask for a refund.

How to ask for a refund

1. Write to us through the Support chat on our store page (whop.com/sipstem) within 30 days of delivery, with your order number.

2. We reply within one business day with the return instructions.

3. Once your return is on its way to us (or approved without a return), we refund you to your original payment method. Your bank may take 5-10 business days to show it.

Damaged, faulty or wrong item

If your tumbler arrives damaged, faulty or is not what you ordered, contact us within 30 days of delivery with your order number and a photo. We will send a replacement or refund you in full, and you will not pay for any return shipping.

Return shipping

For change-of-mind returns, return shipping is paid by the customer. Please send the item back unused and in its original condition.

Exchanges

Want another colour? Contact us and we will help you swap it.

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