

safe dreams

### **Returns policy**

Your convenience is important to us. To provide you with optimal service, safe dreams provides full information about our returns policy.

The User shall have the right to cancel the transaction pursuant and subject to all provisions of the law, including provisions of the Consumer Protection Law, 5741-1981 (hereinafter: "**the Consumer Protection Law**") and the regulations derived by virtue thereof.

#### **Below is further information about the ways to send a notice of cancellation:**

- A. A transaction may be cancelled within 14 days from acceptance of the Product or of the disclosure document, whichever is later.
- B. A notice of cancellation may be sent to the Customer Service Department at telephone 972-50-3311232, or by email to [info@safe-dreams.com](mailto:info@safe-dreams.com), or by the designated link on the Site's homepage. State the name and I.D. number of the consumer in the notice of cancellation.
- C. When canceling a transaction not because of a flaw or discrepancy, for non-delivery of the Product by the prescribed date, or for any other breach of the contract, the User will be refunded within 14 days from the day the notice of cancellation is received, except for a cancellation fee of 5% of NIS 100, whichever is lower. The Product will be returned at the expense of the consumer.
- D. When canceling a transaction because of a flaw or discrepancy, or because of non-delivery of the Product by the prescribed date, or for any other breach of the contract, no cancellation fee will be charged, and the User will be refunded within 14 days from the day the notice of cancellation is received. The Product will be returned at the Company's expense.
- E. If possible, the Product will be returned in its original packaging.
- F. The Company will provide the consumer with a copy of the credit notice that the Company provided the credit card company.

**Do you want further clarification? Has a problem occurred? Do you have a question? We are here for you! Call 972-50-3311232 or send an email to [info@safe-dreams.com](mailto:info@safe-dreams.com) and we will be happy to help.**

**Business hours of the Customer Service Department: Sunday-Thursday (except for holiday eves and holidays): 09:00-13:00.**

**Mailing address: 33 Jabotinsky Street, Ramat Gan, Israel.**