

Return conditions

Version 27 October 2026

Returns and refunds

Goods without defects in unopened factory packaging may be returned within 14 calendar days after receipt, including goods priced at GEL 30 or less. Applicable statutory rights remain unaffected.

A voluntary return of goods without defects is not available if the factory packaging has been opened or its integrity compromised.

The buyer pays return postage for goods without defects.

For a voluntary return of goods without defects, the cost of completed delivery is not refunded, except where required by law.

For voluntary returns, we initiate the refund on the next working day after the goods reach our warehouse.

For voluntary returns, funds are credited within 14 calendar days. Initiating a refund does not mean next-day credit.

my@molisan.ge · [+995 598 48 66 11](tel:+995598486611)

Detailed return conditions

Returns are governed by Georgian law and your applicable mandatory consumer rights. The following information concerns purchases for personal use.

How to notify us

Email my@molisan.ge or call [+995 598 48 66 11](tel:+995598486611). Your name, the product, and the order and receipt dates help us locate the purchase. An unambiguous notice is sufficient to exercise a statutory right of withdrawal; no reason or prior approval is required. Keep evidence that you sent the notice.

WhatsApp is optional.

Return address: 14 Tashkenti Street, Tbilisi. Goods may be returned by post, by courier or in person. You may send your withdrawal notice immediately, without waiting for instructions. Where statutory withdrawal applies, send the goods back without delay and within 7 calendar days after your notice.

Example notice

You may send an ordinary email: "I notify you that I am withdrawing from my purchase. Name: [...]. Product or order: [...]. Date received: [...]. Date of notice: [...]. Contact for a reply: [...]." This is an optional example: any unambiguous notice is accepted, not only a message in this format.

Withdrawal from a distance purchase

Where Chapter III of Georgia's Law on the Protection of Consumer Rights applies and no legal exception applies, you may notify us of withdrawal within 14 calendar days after you or your designated person, other than the carrier, receives the goods. For an order delivered in parts, the period starts upon receipt of the last part.

Under Article 10(3), the special requirements of Chapter III do not apply to goods or services whose price does not exceed GEL 30.

Packaging

Voluntary returns of goods without defects in intact factory packaging are accepted within 14 calendar days after receipt, including goods priced at GEL 30 or less. A voluntary return is not available if the factory packaging has been opened or its integrity compromised. Goods without defects in intact, unopened factory packaging may also be exchanged within 14 calendar days after receipt.

Defective, damaged or incorrect goods

Contact us if goods are defective, damaged or do not match your order. Your statutory rights to free repair or replacement, and to a price reduction or termination where the law permits, remain available. We bear the necessary costs of remedying non-conformity, including postage.

Costs and refunds

For ordinary statutory withdrawal, the buyer bears the direct return-shipping costs.

For statutory withdrawal from a distance purchase, we refund the money without undue delay and within 14 calendar days after notice of withdrawal.

For a voluntary return of goods without defects, we check the parcel contents and the integrity of the factory packaging on receipt. We initiate the refund on the next working day after the goods reach our warehouse.

We use the original payment method unless you expressly agree to another method without additional cost. For voluntary returns, funds are credited within 14 calendar days. Initiating a refund does not mean next-day credit.

Legal basis: Georgia's Law on the Protection of Consumer Rights, Articles 10 and 13-17. Applicable mandatory rights remain unaffected by this policy.

Sources

<https://molisan.ge/en/where-to-buy/#returns>

<https://molisani.ge/en/order.html#returns>