

Refund Policy

Last updated: 27.08.2025

At HopAgent, we want you to be happy with your purchase or booking. Below you'll find our refund policy for merchandise and services.

Merchandise (Non-Alcoholic Products)

- You may return or exchange unused items within **14 days** of receiving your order.
 - Items must be returned in their original condition and packaging.
 - The customer is responsible for return shipping costs unless the product is defective or the wrong item was sent.
 - Once the return is received and inspected, a refund will be issued to your original payment method.
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Events & Services

- Cancellations made **at least 8 days** before the agreed date are fully refundable.
 - Cancellations made **7 days** before the event may incur a **50% cancellation fee**.
 - Cancellations made **less than 7 days** before the event are non-refundable, as arrangements and costs will already be in place.
 - If HopAgent must cancel an event due to unforeseen circumstances (force majeure), a full refund will be issued or an alternative date offered.
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How to Request a Refund

To request a refund or initiate a return, please contact us at:

 info@hopagents.com

Please include your order number or booking details in your message.

Exceptions

- Custom-made or personalized items cannot be refunded unless defective.
- Digital content (if any) is non-refundable once accessed.