

# Warranty Policy

## **RETURNS & REFUNDS**

Our returns team aims to make your experience as easy and seamless as possible. All returns are generally accepted within 30 days of receiving the item. All items must be returned to our specified warehouse address in original packaging with all accessories, manuals, and parts, with your original receipt, for a refund or exchange. If packaging is missing or unavailable, your return cannot be processed.

## **DAMAGED OR DEFECTIVE ITEMS**

We do our best to cover you when things don't go as planned. If you receive an item that is damaged or defective, please contact our customer support team within 90 days to assist with a refund or an exact replacement. Images or videos of the damaged/defective product are required. In most cases, we will ask for these items to be returned to our facilities, but we will assist with the return and shipping costs. But if you choose to return the package by yourself without contacting us, we will not reimburse the return cost for any reason.

## **UNOPEN BOX**

If the item is being returned for reasons such as accidental order, no longer needed/wanted, etc, the cost of the return will be the sole responsibility of the buyer. Besides, another 10% restocking fee will be deducted from total refund after our warehouse received your return.

## **ORDER CANCELLATION**

If you initiate a request to cancel an order within 24 hours after payment, your return request will be approved and a full refund will be issued to you within 3 business days. If over 24 hours, we can help you to recall the package before it's delivered, but the interrupt fee of \$17.6 per package will be charged by ups and deducted from your total refund. Items delivered by UPS surepost, USPS or truck do not allow to be intercepted. If you want to cancel the latter ones, you have to reject the packages when the shipping companies are trying to make the delivery and shipping cost will be applied in this case. If you reject any packages sent by truck when the product came damaged or there was any missing pieces, please kindly write down notes on the proof of delivery.

**Email : [supplier@costway-cs.com](mailto:supplier@costway-cs.com)**