

Refunds & Returns Policy

All returns/exchanges must be accompanied by an original store/website receipt or gift receipt and made within 30 days of purchase (in store) or delivery (online orders).

To be eligible for a return, your item must be in its original packaging and in the same condition that you received it. Clothing must be unwashed, unworn, and with its original tags attached. DVDs, Blu-rays, books, and other goods that are sold shrink wrapped must be unopened.

Exchanges will be made for the same item only. We only exchange items if they are defective or damaged.

Cancelling an Online Order

We provide you the option of canceling your order **prior to shipping**.

This option is no longer available after your order has been shipped. If you would like to cancel your order after payment but prior to receiving shipment notification, please [Contact Us immediately](#) and we will help complete the cancellation process.

No cancellations on special orders, non-stocked items, or preorders will be allowed.

How to Return Your In-Store or Online Order

Please do not send your purchase back to the manufacturer.

If you made your purchase within our store:

Please bring your item and original store receipt back to the store during regular business hours.

If you made your purchase through our website for delivery to your home/business:

After your item has been received, to complete your return/exchange please [Contact Us FIRST](#) to receive a RMA number and instructions for returning your item(s).

IMPORTANT: We will not accept returns/exchanges without an RMA.

You will be responsible for paying for your own shipping costs for returning your item. Returns are to be shipped via a traceable/trackable carrier. Shipping costs of your original order are non-refundable. If you receive a refund, the cost of shipping your original order to you will be deducted from your refund. Please note that we can refund shipping costs only if the return is a result of our error.

Once you get an RMA number, please safely pack and return the item(s) to: Southwoods Binan Laguna. For your protection, please use Insured USPS Priority Mail, Insured UPS, or Insured International Postage for shipment. Packages that are "Refused" without prior consent (RMA) will be charged a return shipping fee.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed and a credit will be applied to your original method of payment.