

Exchange Policy

6. Exchanges

Information about product exchanges and replacement procedures:

- Exchanges are allowed for defective or damaged items only.
- Contact customer support to arrange an exchange.

Exchange Process:

1. ****Contact Support****: Reach out to customer support to arrange an exchange
2. ****Describe Issue****: Provide detailed description of the defect or damage
3. ****Provide Documentation****: Submit photos for damaged or defective items
4. ****Receive Instructions****: Follow exchange instructions provided by support
5. ****Ship Original****: Send back the original item as instructed
6. ****Receive Replacement****: New item shipped once return is processed

Exchange Eligibility:

- Defective items received
- Damaged items during shipping
- Manufacturing defects
- Items that do not match description

Limitations:

- Must be requested within 30-day return window
- Subject to availability of replacement items
- Items must be in original condition when possible