

# EZWOODS – RETURN, REFUND & REPLACEMENT POLICY

Thank you for shopping with Ezwoods. We are committed to providing quality products and reliable services. Please read this policy carefully before placing an order or booking any service.

## Product Return Policy

Eligible products purchased from Ezwoods may be returned within 7 calendar days from the date of successful delivery.

- The product must be unused or in good condition.
- Return with original packaging, accessories, manuals, and invoice.
- No customer misuse, improper handling, or unauthorized modifications.
- Submit request within 7 days of delivery.
- Approval after inspection.

## Product Replacement Policy

Replacement within 7 days if wrong product, transit damage, manufacturing defect, or missing parts. Subject to stock availability; otherwise refund or suitable resolution.

## Products Not Eligible

Customized furniture; customer-damaged products; unauthorized modifications; missing original packaging/accessories; requests after 7 days.

## Custom Furniture Orders

Cancel within 24 hours of payment. After 24 hours or production start, cancellation not permitted. Non-refundable except verified manufacturing defects or transit damage. Refusing delivery does not qualify for refund.

## Interior Services Refund Policy

Cancel within 24 hours for full refund. Later cancellations may incur charges. Full refund if first contractor visit cannot be arranged within 3 days (excluding customer delays/force majeure). After work starts, refunds depend on work completed. No full refund for stopping project midway.

## Consultant Booking

Cancel at least 24 hours before scheduled visit for refund. Once assigned or visit started, fee may be non-refundable.

## Installation Services

Customer must keep installation site ready. Customer-caused delays may require rescheduling. Installation charges are non-refundable once completed.

## Refund Process

Approved refunds go to the original payment method. Processing time depends on payment provider/bank.

## Return Inspection

All returns are inspected. Ineligible returns may be rejected and sent back.

## Fraud Prevention

Ezwoods may refuse requests involving suspected fraud, misuse, or false claims.

## Force Majeure

Refunds, replacements, or delivery timelines may be affected by natural disasters, transport disruptions, strikes, government restrictions, or other unforeseen events.

## Contact Us

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