

## **REFUNDS, EXCHANGES & RETURNS POLICY**

We want you to be 100% satisfied with your purchase. If for any reason you are not, please contact us within 30 days from the Product delivery date so that we can coordinate a collection date, and provide you with either a full refund of the purchase price or a store credit toward an exchange. DO NOT send back your Product to us – return of the Product REQUIRES professional disassembly by one of our technicians. We will issue you with a full refund if the Product is in its original condition and subject to full inspection by a technician on our behalf, or excluding up to 20% of the purchase price for any delivery charges, re-stocking and handling fees. If you wish to exchange your Order for a different Product, first refund your Order then place a new Order for the new Product. Your Products may only be returned to the extent that they are in the exact same condition as delivered to you.

### **HOW TO MAKE A RETURN**

Making a return is easy if you follow the steps below:

1. Inform us of your decision to return the Products within the aforementioned days from delivery of your Order, by using the Return Form or by e-mail or telephone.
2. Fill out the Return Form indicating which Products you are returning and the reason for return, as well as your contact details and the return address if you received the Products as a gift. If you are having trouble filling the Return Form please contact us at [www.joinObie.com/contact/](http://www.joinObie.com/contact/).

If you have received the Products as a gift you must provide an email address and new shipping address or alternatively Products may be returned by the original purchaser.

Before contacting to return any Products to us please check that you have:

- a) All packaging that was originally supplied.
- b) Your Order Confirmation.

You will be notified by email once your inquiry has been received and processed and we will coordinate an inspection and collection date with you. Where you have received the Products as a gift we will contact you using the email address given at the time of return or where this has not been provided notification will be sent to the original purchaser.