



Qwel Tiles Return Policy

- 1 Eligibility
 - 1.1. Products purchased from Qwel may be returned within sixty (60) days of the original purchase date.
 - 1.2. Proof of purchase (invoice, receipt, or order confirmation) is required for all return requests.
- 2 Restocking Fee
 - 2.1. All authorized returns are subject to a restocking fee of the original purchase price.
 - 2.2. Shipping and handling charges are non-refundable and remain the responsibility of the purchaser.
- 3 Exclusions
 - 3.1. The following items are not eligible for return: Custom-manufactured or special-order products; Products that have been altered or damaged after receipt.
- 4 Return Authorization
 - 4.1. Prior to returning any product, the purchaser must obtain a Return Authorization (RA) number from Qwel Customer Service.
 - 4.2. Products returned without a valid RA number will not be accepted.
 - 4.3. The purchaser is responsible for all shipping costs associated with the return. Qwel is not liable for items lost or damaged in transit.
- 5 Inspection and Refunds
 - 5.1. All returned products are subject to inspection upon receipt.
 - 5.2. Refunds will be issued to the original form of payment once the returned product has been received, inspected, and deemed to be in acceptable condition.
 - 5.3. The applicable restocking fee and any non-refundable charges will be deducted from the refund amount.
- 6 Damaged or Defective Goods
 - 6.1. Claims for damaged, defective, or incorrect products must be submitted to Qwel Customer Service within seven (7) business days of delivery.
 - 6.2. Qwel, at its sole discretion, will either replace the product or issue a full refund for such claims.
- 7 Exchanges
 - 7.1. Qwel does not process direct exchanges. Customers wishing to exchange a product must initiate a return in accordance with this policy and place a new order separately.



8 Governing Terms

8.1. This Return Policy forms part of Qwel's Terms and Conditions of Sale and may be amended at Qwel's sole discretion without prior notice.

9 Contact Information

For further assistance, please contact Qwel Customer Service at orders@qweltiles.com.