

Qwel™ Tiles Return Policy

1. Eligibility

- A. Products purchased from Qwel may be returned within sixty (60) days of the original purchase date.
- B. Proof of purchase (invoice, receipt or order confirmation) is required for all return requests.

2. Restocking Fee

- A. All authorized returns are subject to a restocking fee based on the quantity of tiles ordered.
- B. Shipping and handling charges are non-refundable and remain the responsibility of the purchaser.

2. Exclusions

- A. **The following items are not eligible for return:** Custom-manufactured or special-order products, products that have been altered or damaged after receipt.

2. Return Authorization

- A. Prior to returning any product, the purchaser must obtain a Return Authorization (RA) number from Qwel Customer Service.
- B. Products returned without a valid RA number will not be accepted.
- C. 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

- A. All returned products are subject to inspection upon receipt.
- B. 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.
- C. The applicable restocking fee and any non-refundable charges will be deducted from the refund amount.

6. Damaged or Defective Goods

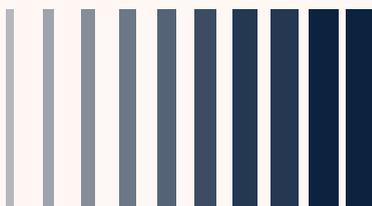
- A. Claims for damaged, defective, or incorrect products must be submitted to Qwel Customer Service within seven (7) business days of delivery.
- B. Qwel, at its sole discretion, will either replace the product or issue a full refund for such claims.

7. Exchanges

- A. 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.



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