



Return Policy

Candex Inc. (owners of Oriwest) is proud to offer retailers and consumers a very simple return policy.

All “Ultrasonic” (misting) diffusers are under warranty for 1 year from the date of purchase and all Battery/USB diffusers are under warranty for 90 days

Important:

If a consumer experiences any issues with one of our products, they MUST first contact an Oriwest Customer Service Representative.

Toll Free: 1-888-893-5388

Email: info@Oriwest.com

www.Oriwest.com

1. All consumers must contact our Customer Service if they experience any issues with their purchase of an Oriwest product. A representative will follow our established “Troubleshooting Guidelines” and guide the consumer through a simple process to see if things can be rectified over the phone.
2. **Within the first 30 days of purchase:** If, after the troubleshooting session(s), the customer representative deems the item most likely defective from a manufacturing point of view, the consumer will be issued a Return Authorization (in their name) by email - that may be used for a credit/exchange/refund (depending on store policy) at the original purchase location. *Oriwest will then make arrangements to pick-up the item(s) at the retailer’s location.
3. **After 30 days and less than 1 year from purchase:** If, after the troubleshooting session(s), the customer representative deems the item most likely defective from a manufacturing point of view, the consumer will have the opportunity to return the item to our facility for evaluation. If it is indeed found to be defective, Oriwest will offer a replacement (same or comparable - depending on availability) free of charge. *Proof of purchase (ie. Copy of retail receipt with purchase date clearly indicated will be required). **Consumer is responsible for shipping costs.
4. Oriwest’s warranty covers any defects in materials and workmanship under normal consumer usage. Under this policy, defects or damage resulting from the following will not covered:
 - i) Accident, misuse or improper maintenance.
 - ii) Use of synthetic or adulterated essential oil, fragrance oil or perfume.
 - iii) Use of blends containing vegetable oil, massage oils or synthetic carrier oils.
5. A standard re-stocking charge of 30% will apply for any return of unsold units. Discontinued products cannot be returned under any circumstance. Shipping the units back to our facility is at the cost of the retailer. Return Authorization is required.