

## General Return

### I . 30 Day Return Policy

You have **30 days after delivery** to return a product in **its original condition**. **Return shipping costs are the responsibility of the customer**. Upon return, your merchandise will be inspected and appropriate credits and/or refunds will be issued for the item(s) and any taxes due to be refunded in accordance with state law. **A restocking fee will apply.**

### II . Return & Refund

- 1. Cancel initial order within 24 hours:** Full refund received.
- 2. Cancel initial order after 24 hours and before delivery:** Full refund received, **minus a 20% processing charge.**
- 3. Return after delivery:**
  - a. Return the product within 30 days,** Refunds will be credited back to your original payment method minus shipping charges, plus a minimum 25% restocking fee taken from the subtotal of your order.
  - b. Return the product after 30 days,** we will refuse your returns. We only provide part replacement services that comply with the warranty policy.

### III. Return product protection requirements

**1. Only items in like-new condition can be returned.** Products with scratches, stains, damages, drilling, or any other modification will not be accepted. We reserve the right not to refund a product that, in our reasonable opinion, has become of unacceptable quality due to wear and tear, misuse; or as a result of failure to take reasonable care of the product.

**2. Please return the items in the original packaging and original packing method to pack the product(s),** which is designed carefully to avoid shipping damages. If you have already discarded the original packaging, you should need to prepare package materials that closely resemble the original packaging to fully package the product(s) sufficiently to avoid damage in transit back to us. For Large items, you need to prepare any required pallet yourself. An additional **\$50-\$100 repackaging fee** per item will be charged for returned product(s) without their original packaging. Please contact us for detailed packaging instructions. Besides, after packaging the product, you need to take photos and measure the packaging dimensions (length, width, height), and submit them to our customer service for inspection before obtaining a return shipping label. Any unauthorized packaging of returns may result in you being responsible for extra oversized fees charged by third-party mail couriers, which will **exceed \$1500.**

## Exceptions Return

### IV. We are unable to accommodate order returns for the following items:

1. Any item marked as '**Clearance**', except for items arriving damaged (Clearance items are not eligible for warranty claims unless reports of defects are submitted **within 72 hours** of delivery)
2. Items marked "**Non-Returnable**" on the product page.
3. Without original packaging or serious damage to the original packaging
4. Products purchased from other distributor than our store, i.e. Amazon, Wayfair, Overstock.com.

### V. Damaged Items

Customer satisfaction is our top priority. In the rare event that your item arrives damaged or defective, please contact us upon receipt, and we'll make things right. We are also happy to provide cleaning, care, and repair advice whenever possible.

### VI. Retail Purchase Returns

Our return policy applies to any product purchased on eurekaergonomic.com. Items purchased from a verified Eureka Ergonomic Retail Partner have partner specific policies and are not subject to the Eureka Ergonomic return policy.

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## Applicability

The terms on this page apply to orders placed on or after February 21, 2024. For orders placed February 21, 2024, or earlier, please contact Eureka Ergonomic customer happiness team for assistance.