

Order Refund policy

Our policy is valid for a period of 30 calendar days from the date of the purchase. We do not offer refunds however you can return the product for an exchange. If the period of 30 days has lapsed since the purchase, we can't, unfortunately, offer you an exchange.

Exchange requirements

The following criteria must be met to qualify for an exchange:

- The product is defective.
- Product must be in original packaging.
- Product must be unused.

To ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue an exchange. Perishable goods are completely exempt from being returned.

Proof of purchase

To complete your exchange, we require a receipt, purchase order or other proof of purchase. Please note that without proof of purchase, we will not do an exchange.

Sale and clearance items

Only regular priced items may be exchanged, unfortunately sale or clearance items cannot be exchanged.

Shipping items

To return an order, you must contact us first. Returns can be mailed to 1615 Lakes Pkwy, Suite C, Lawrenceville, GA 30043. You will be responsible for paying for the shipping costs regarding the items that you wish to exchange. We will not refund the shipping costs. You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject an exchange.

Contacting us

If you would like to contact us concerning any matter relating to this Refund Policy, you may send an email to shorewoodelite.info@gmail.com. This document was last updated in April 2024.