

# Return and Refund Policy

## Returns

You may return your purchase within 15 days of receipt. Please note that you will be responsible for the return shipping costs. To initiate a return, please contact us for an RMA# and return instructions. Please note that we may not be able to process a refund for a return without an associated RMA#.

All returned items must be in their original packaging and unassembled. We cannot accept returns on items that have been modified or assembled as these are considered "used". Once we receive the return tracking number, we will monitor your return until it arrives at our warehouse. A refund will be issued once our warehouse has received, inspected, and confirmed the items are undamaged. Please note that a 15% restocking fee will be deducted from your refund.

We do not refund shipping or freight charges on any orders or returns.

Partial refunds may be granted in certain situations, subject to a 25% restocking fee:

- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

Please note that clearance items are not eligible for return.

## Refunds

You can expect to receive your refund within four weeks of shipping your return to us. This timeframe includes shipping time (5-14 business days), product inspection at our warehouse (3-5 business days), and refund processing to your original payment method (3-5 business days). In many cases, you will receive your refund sooner.

## Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item for the same item, please email us at [support@theecofence.com](mailto:support@theecofence.com)

## Shipping

You will be responsible for paying for your own shipping costs when returning an item to our warehouse. Shipping costs are non-refundable. If you receive a refund, the cost of the original shipping will be deducted from your refund. We do not profit from shipping.

If you are returning an item valued over \$75, we recommend using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.