

## RETURNS POLICY

There will be no returns or exchanges for items on special or items with discounted prices. If you are unhappy with your order, please contact us to discuss a return.

Please note that a change of mind on an order will not be able to be refunded or cancelled.

All custom orders cannot be cancelled once the order is placed.

Subject to stock availability, we will exchange items that may be damaged that are returned to us within 7 days of being received by you. However normal lead times will apply if the item is not in stock.

Please note that all extra shipping costs incurred in an exchange are payable by you and return of the new item is subject to us receiving the extra shipping costs incurred. Once this is received the new item will be shipped. The exception being a faulty product return.

Returns of faulty items will only be accepted if the goods were faulty when delivered to you. All items returned as faulty will be inspected on receipt and any items that appear to have been damaged or used by customer will not be accepted as faulty.

We will replace a faulty item if a replacement is in stock and available. If you wish to be sent a replacement, please make your request and the fault clear by contacting us using one of the following options:

Email: [hello@euoplan.nz](mailto:hello@euoplan.nz)

Phone: 0800 43 45 46

Returns of faulty goods must be returned to us within 14 days of being received by you. In case we cannot offer you a replacement, you will have the choice of receiving a credit note or a refund to the value of the item at the time of purchase and any shipping costs incurred.

Returns and exchanges received outside the above time frames will not be accepted. For all returns, except where the item is faulty, you will be required to arrange and pay for the return of the products to us.

We will only accept returns provided that the goods in question are returned by you and received by us in the condition they were in when delivered to you. If you do not return the goods delivered to you or do not pay the costs of delivery, we shall be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you.

We will not accept returns for any non-faulty items that have been used or incurred wear and tear.