

Classy Shade Product Return Policy

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1. Introduction

At Classy Shade, we aim to ensure complete customer satisfaction. This document outlines our Returns Policy. In case the product does not meet your expectations or has been delivered in a less than satisfactory condition, here's how you can return the products.

2. Return Eligibility

Only the original purchaser can request for product returns. This policy is applicable only for products purchased from us and used in a home setting by the occupant. For a return to be approved, you must provide the model, order date, shipping date, delivery date, invoice, and supporting information justifying the return request.

3. Returning Damaged Products

If a product is delivered damaged, we will accept its return, provided we confirm that the product was damaged upon your receipt. The damaged product must be returned following instructions given by us via "SERVICE@ClassyShade.Com". The sole remedy available to you is that we, in our discretion, will repair or replace the damaged product.

The damaged product must be returned within 14 days of the shipment date and must be unused. You are responsible for all shipping and handling costs related to the product return. We reserve the right to dispose of products returned without proper authorization.

4. Returning Unacceptable Products

Should you find the product unacceptable for any reason, we will accept its return, provided it is returned within 14 days of the shipment date along with a description explaining why the product was deemed unacceptable. The product must be unused and returned following the instructions given by us via "SERVICE@ClassyShade.Com".

You are responsible for all charges related to the shipping and handling of the returned product. Returns of products deemed unauthorized will not receive a return credit, and we may dispose of such unauthorized products at our discretion.

5. Reimbursement Credits

For the return of unacceptable products, a reimbursement credit will be issued against the confirmed payment of the invoice price for the approved returned product, minus a 25% restocking fee and any paid taxes. Shipping and handling charges are non-reimbursable. The reimbursement credit may be used against any subsequent purchases from us.

6. Returning Defective Products

If a product is found to be defective in material or workmanship within 90 days of the shipment date, it may be returned provided you notify us within 14 days of recognizing the defect. The return must be made following the instructions provided by us via "SERVICE@ClassyShade.Com".

The sole remedy available to you is that we, at our discretion, will repair or replace the defective product. We may dispose of returned products that are not authorized for return at our discretion.

7. Conclusion

Our Returns Policy is designed to offer a smooth process for those rare instances when a product does not meet your expectations or is found defective. We hope you never need to use this, but if you do, please follow the policy as outlined above. For any questions or further assistance, feel free to reach out to us at "SERVICE@ClassyShade.Com".