

# OUR RETURN POLICY FOR ONLINE SALES

## **Return Policy:**

- We offer a 14-day refund policy in the form of original payment for all items purchased on the website store. Items must be returned unopened, unused items in their original packaging. If you paid for your order with a credit or debit card, refunds will be sent to the card-issuing bank within 7 business days of receipt of the returned item. Please contact your card issuing bank with questions about when the credit will be posted to your account.
- Shipping cost is not refunded for returns.
- We offer a 30-day store credit policy payment for all items purchased on the website store. Items must be returned unopened, unused items in their original packaging.
- Customer may choose to exchange an item for an item of equal value.
- If we have shipped the wrong item, or quantity of items, we will correct our error at no additional cost to the client.

## **No Return Policy:**

We do not accept returns or exchanges in certain situations, please review our special conditions below:

- Products damaged by misuse, improper storage and handling.
- Products that have been opened or used.
- Products lost or damaged due to fire or natural disaster.
- Products not purchased from our website.
- Custom orders and fabrications.

## **How To Start the Return Process**

- Send an email noticing that you will be returning an item.
- Include the reasons for the return and your contact information.
- Send proof of purchase for the item.
- Local orders can be picked up and drop off at our Pompano Beach Florida location, 1541B N. Powerline RD, Pompano Beach Florida 33069.
- Please contact our office if you need further assistance or technical support by calling Ph 786-703-2194.

Innova Panel, LLC.  
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