

# Returns and Refunds Policy

Thank you for shopping at OW Lee.

If you are not entirely satisfied with your purchase, we're here to help.

Our products can be returned within 30 days of the original purchase of the product. A new product may be exchanged for another product or returned for a refund.

To be eligible for a return, please make sure that:

- The product was purchased in the last 30 days
- The product isn't used or damaged- You obtained a Return Merchandise Number (RMN) from us Products that do not meet these criteria will not be considered for return.

To obtain a Return Merchandise Number (RMN), contact us:

By phone: 800-776-9533

By email: owleera@gmail.com

Send the product to:

OW Lee

Attn: Warranty

1822 E. Francis St.

Ontario, CA 91761

## Shipping charges

Shipping charges incurred in connection with the return of a product are non-refundable. You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from OW Lee.

## Damaged items

If you received a damaged product, please notify us immediately for assistance.

## Restocking Fee

A 25% restocking fee may be charged for all returned products that are not damaged.

## Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

By phone: 800-776-9533

By email: owleera@gmail.com