



# CLEARANCE CENTER: RETURN POLICY

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## 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. Parts orders may be returned within 10 days of receipt of goods.

### TO BE ELIGIBLE FOR A RETURN, PLEASE MAKE SURE THAT:

- The product was received in the last 10 days.
- The product must be in new/unused condition and in original packaging.
- Products that do not meet these criteria will not be considered for return.
- A 25% restocking fee will be charged for all returned products that are not damaged.
- **Any Furniture/Cushion/Pillow/Firepit sales are sold as clearance items and are non-returnable.**

## SHIPPING INFORMATION AND CHARGES

- Customer will be responsible to arrange return of product via US Mail / UPS / FEDEX.
- Customer responsible for all freight charges to return any product.
- Items being returned for a refund must be packaged properly to prevent damage/loss during transit.
- Items damaged in transit due to insufficient packaging will not be eligible for a refund.
- Customer must contact OW Lee via email at [owleera@gmail.com](mailto:owleera@gmail.com) prior to return for instructions and approval.

### SEND THE PRODUCT TO:

OW Lee Company  
Attn: Warranty Dept  
P.O. Box 39 (For US Mail Returns Only)  
1206 Fifth Street  
Comfort, Texas 78013

## DAMAGED ITEMS

If you received a damaged product, please notify us immediately for assistance via email at [owleera@gmail.com](mailto:owleera@gmail.com).

## RECEIVING FREIGHT

For any shipments sent via common carrier (not US Mail/UPS/FEDEX) please follow the freight receiving guidelines outlined in the video: <https://vimeo.com/255434523>

## CONTACT US

If you have any questions about our Returns and Refunds Policy, please contact us:  
By phone: 800-776-9533 or by email [owleera@gmail.com](mailto:owleera@gmail.com).