



*Excellens Products Inc.*

## **RETURN AND REFUND POLICY**

**Thanks for purchasing our products and systems at Excellens Products Inc. !**

**See below our general return and refund policy**

**In order to be eligible for a return and refund:**

- You have to contact us by phone or email within 30 calendar days of your purchase.
- The product must be in the same condition that you received it and undamaged in any way.
- Bags, pails or containers should still be sealed and the material untouched
- You need to return the product(s), system(s) or kits(s) to the designated location provided by our support team within 10 calendar days after communicating with us about the return.
- Shipping costs (freight, handling, duties if any, etc.) for return and refund are paid by the client or whoever is responsible for returning the items.
- We will inspect the items returned to confirm the points mentioned above.

**If eligible and confirmed for return and refund:**

- A confirmation will be sent to you by email.
- The money will be refunded to the original payment method you used for the purchase.
- For credit card payments, it may take 5 to 10 business days, after your received our confirmation, for a refund to show up on your credit card statement

If the product is damaged in any way or you have initiated the return after 30 calendar days have passed, you will not be eligible for a refund. If anything is unclear or you have more questions feel free to contact us by phone or email.

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