



Radiant Plant Shade Product Return Policy

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1. Introduction

Radiant Plant Shade aims to endure complete satisfaction with our products. In the event our products do not meet your expectations or have delivered less than satisfactory performance you are invited to return your product in accordance with this policy.

2. Return Eligibility

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

3. Return of Damaged Product

If product is delivered that is damaged or defective in material or workmanship, we will accept its return if eligible and if established that the product was damaged or defective upon receipt. You must contact Radiant Plant Shade for return instructions. We have discretion whether to repair or replace the damaged product.

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

4. Return of Unacceptable Product

Should you find a product unacceptable for any reason, we will accept its return, provided its eligible. You must contact Radiant Plant Shade for return instructions.

An unacceptable product must be returned within 14 days and must be unused. You are responsible for shipping and handling costs related to the return. We have the right to dispose of products returned without proper authorization.

5. Reimbursement Credit

For return of unacceptable product, a reimbursement credit will be issued against the confirmed payment of the invoice price for an approved return product minus a 25% restocking fee. Shipping and handling charges are not reimbursed. The reimbursement credit may be used against any subsequent purchase from us.

For return of damaged product, a reimbursement credit will be issued against the confirmed payment of the invoice price of the approved return product. Shipping and handling charges are not reimbursed. The reimbursement credit may be used against any subsequent purchase from us.

6. Conclusion

Our return policy offers a smooth process for those rare instances when a product does not meet your expectations or is found to be damaged or defective. Please contact us for any questions or for further assistance.

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