



WOODTONE RETURN POLICY

The Woodtone Online store aims to ensure you are completely satisfied with your purchase. In the event that your order is incorrect, damaged, defective, or simply not to your satisfaction, please contact one of our Customer Service Representatives by phone at 1-800-663-9844 or by email at: info@woodtone.com. Any request for Return or Exchange must be made with 30 days from date of delivery.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. To complete your return, we require a receipt or proof of purchase.

Refunds (if applicable):

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

A service representative will be available to assist you from:

- Monday to Friday from 8:00am - 4:00pm PST

To expedite your service: please have (or include) your order number when placing your call (or sending your e-mail).

A Return Merchandise Authorization number will be provided to you by our customer service representative. This number is used to return the item and is to be included with your product when shipping the product back to us.

Most items available for purchase on the Woodtone Online Store are refundable; however, the following restrictions apply:

- Shipping and handling charges are non-refundable; however, in the event that we made an error in processing your order, or if the product is damaged or defective, we will be happy to refund your return shipping and handling charges.
- Products being returned for a refund must be received in their original purchase condition and in their original packaging. This includes all accessories, warranty cards and manuals.

All items being returned will be inspected by Woodtone prior to a refund being issued. Please note that missing items or parts could delay the processing of your refund.

All refunds will be processed back to the credit card used to make the purchase.

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