

Easy Hang

Returns and Refunds Policy

Right to Cancel

You have the right to cancel your order within 14 days from the day after you receive the goods, without providing any reason.

Return of Goods

If you choose to cancel your order, you have 14 days to return the goods to us.

You are responsible for the cost of returning the goods, unless the items are faulty or not as described.

Refund

Upon cancellation, we will refund the full purchase price, including the standard delivery cost, within 14 days of receiving the returned goods.

If you opted for a more expensive delivery option, we will refund the cost of the standard delivery.

Faulty Goods or Not as Described

If the goods are faulty or not as described, you may be entitled to a full refund, repair, or replacement.

Returns

If you wish to cancel your order and request a return, you have up to 14 days from the date of receiving your order. Please ensure that the item is in its original condition, unused, and with all original tags and packaging.

How to Initiate a Return

To initiate a return, please contact our customer service team at queries@easyhang.co with your order number and the reason for the return. We will provide you with further instructions on how to return the item.

Refund processing

Refunds will be processed once we receive the returned item and verify its condition. Please allow up to 15 business days for the refund to appear in your account.

Exchanges

Unfortunately, we do not currently offer direct exchanges. If you need a different wood finish, please return the original item and place a new order.



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Return Shipping

Customers are responsible for the return shipping costs, except in cases where the return is due to a defect or an error on our part. Please contact us if this is the case and we'd be happy to assist. queries@easyhang.co

Contact Information

If you have any questions or concerns about your order, delivery, or returns, please don't hesitate to contact our customer service team at queries@easyhang.co

Changes to this policy

We may modify this returns and refund policy from time to time. We'll post the most current version on our website. If we make significant changes, we'll provide a more prominent notice by adding a notice on our website homepage or by sending you an email.

