

# Refund Policy

## Returns and Exchanges

If for some reason you are not happy with your product, you may return your non-damaged and unused Hideaway Solutions product within thirty (30) days of receiving your order. All valid returns must be in unused condition with original tags and packaging.

Upon inspection and approval of your return, Hideaway Solutions will either reimburse the full amount of your purchase (excluding shipping and handling costs and a \$25 restocking fee) and/or exchange your product depending on your request.

Please note that Hideaway Solutions will not accept any returned merchandise without Hideaway Solution's prior written communication. All charges incurred as the result of an exchange or return (e.g. shipping, duties, and taxes) are the customer's responsibility. In case of an exchange, the buyer will be required to pay an additional re-shipping fee. Shipping fees will vary on a per item basis.

## Damaged or Defective Products

In the unlikely situation that your product arrives damaged or is faulty, please contact the retailer from whom you bought your product.

Should you have bought the product directly from Hideaway Solutions, please email the information listed below to our customer service team at [info@hideawaysolutions.com](mailto:info@hideawaysolutions.com) within five (5) business days of the order being received:

- A copy of your invoice, or otherwise your order number.
- A description of the problem with your damaged product, including what happened and when.
- Clear and focused pictures or video of the defects, taken in good lighting and at a close to medium distance.

Our customer service team will review your submission and respond to you within five (5) business days of your submission. Should we approve your return or exchange request due to manufacturing defects, we will either reimburse the full amount of your purchase and/or exchange your product depending on your original request.

## **Questions**

Should you have any questions, kindly contact Hideaway Solutions Customer Support at [info@hideawaysolutions.com](mailto:info@hideawaysolutions.com) or call 401-420-2042.