



CLEARANCE CENTER: RETURN POLICY

RETURNS AND REFUNDS POLICY

Thank you for shopping at OW Lee. If you are not entirely satisfied with your purchase, we're here to help. Our products can be returned within 30 days of the original purchase date. A new product may be exchanged for another product or returned for a refund.

TO BE ELIGIBLE FOR A RETURN, PLEASE MAKE SURE THAT:

- The product was purchased in the last 30 days.
- The product must be in new/unused condition and in original packaging.
- You must obtain a Return Merchandise Number (RMN) from our Warranty Department.
- Products that do not meet these criteria will not be considered for return.

TO OBTAIN A RETURN MERCHANDISE NUMBER (RMN), CONTACT US:

By email: owleera@gmail.com

SEND THE PRODUCT TO:

OW Lee Attn: Warranty 1822 E. Francis St. Ontario, CA 91761

SHIPPING CHARGES

- Customer will be responsible to arrange and pay freight charges to return any product that has been approved with an RMN number.
- Items being returned for a refund must be packaged properly to prevent damage/loss during transit. Items damaged in transit due to insufficient packaging will not be eligible for a refund.

DAMAGED ITEMS

If you received a damaged product, please notify us immediately for assistance. Please see Freight Guidelines.

RESTOCKING FEE

A 25% restocking fee will be charged for all returned products that are not damaged.

CONTACT US

If you have any questions about our Returns and Refunds Policy, please contact us:

By phone: 800-776-9533

By email: owleera@gmail.com