



# RETURNS POLICY

Dear Greentom customer,

Thank you for choosing a Greentom product! Our mission is to offer you high quality, safe, and sustainable products. If for any reason you are not completely satisfied with your purchase, please let us know and we can discuss with you how to request a refund or exchange.

You have 30 days from the date you received your order to exchange or return. Items must be returned new, unused with all tags still attached, and in the original box.

Please note, we do not cover the cost of shipping for returns or exchanges. Policies are subject to change without notice.

♥ The Greentom team

## RETURNS / EXCHANGE PROCEDURE

### **In case of a return or exchange, please take the following steps:**

Contact us at [support@greentom.com](mailto:support@greentom.com) and specify:

1. Invoice number
2. Green registration number (green tag is attached to the frame)
3. Purchase receipt
4. Reason for returning the item(s)

- Within 3-5 business days you will receive a return/exchange number and a return form.
- Fill in the required details, including the return number. If you wish to exchange the item, please specify which item you want to exchange it for.
- Send the return form to [support@greentom.com](mailto:support@greentom.com) and return instructions will be sent to you. In case you requested an exchange, your new item will be sent to you as soon as we receive your return.

## CONTACT & QUESTIONS

If you have any further questions, please contact us at [support@greentom.com](mailto:support@greentom.com) or call 003143 410 0888