

Return Policy Canwood Technologies

1. Returns & Exchanges

We strive to provide high-quality furniture and excellent customer service. If you are not completely satisfied with your purchase, you may return or exchange eligible items within **15 days** of delivery.

2. Eligibility for Returns

To be eligible for a return, items must meet the following conditions:

1. The item must be unused, in its original condition, and in the original packaging.
2. A proof of purchase (order confirmation or receipt) must be provided.
3. Items that are custom-made, clearance, or marked as final sale are not eligible for return.

3. Return Process

To initiate a return, please follow these steps:

1. Contact our Customer Service team at 0770409071 to request a Return Authorization (RA) number.
2. Securely repackage the item in its original packaging.
3. Deliver the item back to our return center at 25/10, 3rd Lane, Old Pussella road, Kegalle. Customers are responsible for return delivery costs unless the return is due to a defect or an error on our part.

4. Refunds

Once we receive and inspect the returned item, a refund will be issued to the original payment method within **7-10 business days**.

Original shipping fees are non-refundable.

5. Damaged or Defective Items

If you receive a damaged or defective item, please contact us within **48 hours** of delivery with photos of the damage. We will arrange for a replacement or refund at no additional cost.

6. Exchanges

Exchanges are subject to product availability. If you wish to exchange an item, please follow the return process and place a new order.

7. Cancellations

Orders may be canceled within **24 hours** of purchase for a full refund. After this period, cancellations may be subject to a restocking fee if the item has already been processed for shipping.

For any questions or assistance, please contact our Customer Service team at
0770409071

Thank you for shopping with us!