



Stax of Wood CC
Reg nr: 2009/219546/23

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Return Policy

Thank you for shopping with Stax of Wood. We strive to provide you with high-quality products and exceptional customer service. In the event that you are not completely satisfied with your purchase, we have outlined our return policy below.

Eligibility for Returns

1.1. To be eligible for a return, the following conditions must be met:

- a) The return request must be initiated within 14 days of receiving the product.
- b) The product must be unused, in its original condition, and in the original packaging.
- c) Proof of purchase, such as an order number or receipt, must be provided.

Non-Returnable Items

2.1. The following items are non-returnable:

- a) Custom-made or personalized products.
- b) Products that have been altered, modified, or damaged by the customer.
- c) Clearance or sale items (unless they are damaged or defective).

Return Process

3.1. To initiate a return, please follow these steps:

- a) Contact our customer service team within 14 days of receiving the product to request a return.
- b) Provide your order number, reason for the return, and any relevant details or supporting documentation.

- c) Our customer service team will guide you through the return process and provide you with a return authorization, if applicable.
- d) Pack the product securely in its original packaging and include all accessories, manuals, and tags.
- e) Ship the product back to the designated return address provided by our customer service team.
- f) We recommend using a trackable shipping method and obtaining proof of postage for your return.

Return Shipping Costs

- 4.1. If the return is due to our error (e.g., wrong item shipped, damaged or defective product), Stax of Wood will cover the return shipping costs.
- 4.2. If the return is due to personal preference or a change of mind, the customer is responsible for the return shipping costs.

Refund Process

- 5.1. Once the returned product is received and inspected, we will notify you of the status of your refund.
- 5.2. If the return is approved, a refund will be issued using the original payment method, excluding any original shipping charges.
- 5.3. Please note that it may take some time for the refund to be reflected in your account, depending on the payment provider's processing timelines.

Exchanges

- 6.1. We currently do not offer direct exchanges. If you wish to exchange a product, we recommend initiating a return for a refund and placing a new order for the desired item.

Damaged or Defective Products

- 7.1. If you receive a damaged or defective product, please contact our customer service team immediately. We will arrange for a replacement or provide a refund, depending on the circumstances.

Customer Support

- 8.1. Our dedicated customer service team is available to assist you with any questions or concerns regarding returns. Please contact us using the provided contact information.

Please note that this Return Policy applies only to purchases made through our online store. For purchases made through other channels, please refer to the respective return policies applicable to those channels.

By making a purchase from Stax of Wood's online store, you acknowledge that you have read, understood, and agree to abide by this Return Policy.

A handwritten signature in black ink, appearing to read 'Gustav Kirstein', with a large, stylized loop at the end.

Gustav Kirstein
Stax of Wood Management