

Replacement, Return & Refund Policy

Thanks for shopping at our Oxygen Orchard store..

If you are not entirely satisfied with your purchase, we're here to help.

Call our Customer Service desk at

1-877-347-7770

or email us at

info@OxygenOrchard.com

Replacements

If you have received an item and it is not functioning as advertised, we will replace any part or parts to remedy the problem, if this occurs during the one-year limited warranty period which begins on date you received it. A shipping fee may be charged.

Returns

You have 30 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging.

Your item needs to have the receipt or proof of purchase.

Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.