

Last Updated: October 2023

Thank you for choosing Special Springs North America. This Refund Policy outlines our procedures and guidelines regarding the refund of purchases made through our website [www.specialspringsna.com](http://www.specialspringsna.com).

## 1. Eligibility for Refunds

We understand that situations may arise where a refund is necessary. Refunds are generally issued in the following circumstances:

**Defective or Damaged Products:** If the product you received is defective or damaged, please contact us within 30 days of receiving the product. We will assess the issue and, if deemed defective or damaged, provide instructions for return and issue a refund.

**Order Cancellation:** If you wish to cancel your order, please contact us as soon as possible. If the order has not been processed, we will cancel it and issue a refund. If the order has already been shipped, please contact our team at [info@specialspringsna.com](mailto:info@specialspringsna.com) to determine the appropriate action.

## 2. Return Procedure

To initiate a return and request a refund, please follow these steps:

**Contact Us:** Reach out to our customer service team at [info@specialspringsna.com](mailto:info@specialspringsna.com) with your order number, a description of the issue, and any supporting documentation (such as photos of damaged products).

**Assessment:** Our team will review your request and provide instructions on returning the product if necessary.

**Return Shipment:** Ship the product back to the address provided by our customer service team. Please ensure that the product is securely packaged.

**Refund Processing:** Once we receive the returned product and verify the issue, we will process the refund. Refunds will be issued to the original payment method.

### 3. Non-Refundable Items

Certain items are not eligible for refunds, including:

Custom Orders: Products that are made to order or customized according to specific requirements.

Downloadable Products: Digital goods and software downloads are non-refundable once the download process has started.

### 4. Refund Timeframe

Refunds will be processed within 7 days of receiving the returned product. The timeframe for the refund to reflect in your account may vary based on your payment method and financial institution.

### 5. Contact Us

If you have any questions or concerns about our Refund Policy, please contact us at [info@specialspringsna.com](mailto:info@specialspringsna.com).