

RETURNS & REFUND POLICY

Returns

Our returns and refund policy lasts for 30 days. If 30 days have elapsed since your purchase, then unfortunately we are unable to offer you a full refund or exchange.

To be eligible for a return, your item must be in a resalable condition. This means it must be unused and in the same condition as you received it and it must also be in its original packaging.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted:

- Any item not in its original condition is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days.

Late or missing refunds

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at sales@odooronline.com

Exchanges

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at sales@odooronline.com and send your item to **Prevention Doors Limited, 3 Chantry Place, Harrow, Middlesex, HA3 6NY**

Shipping

To return your product, you should mail your product to **Prevention Doors Limited, 3 Chantry Place, Harrow, Middlesex, HA3 6NY**

You will be responsible for paying your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.