

Return Policy (Laon → End Customer Basis)

**Please note that this policy is subject to updates.*

Released date: March 5, 2025

1. Return Approval and Period

All returns must be pre-approved, and you must contact us within the designated period. The following products are eligible for return:

New Products (including hardware and basic software):

- Returns are accepted within **30 days from the delivery date**, provided the product is in **new condition** and **original packaging**.
- If you do not contact us within the designated period, it will be considered as acceptance and use of the product. However, this does **not** mean the loss of product warranty rights.

2. Return Eligibility Conditions

Returns, exchanges, or refunds may be approved under the following conditions:

- **Incorrect product** was shipped.
- **Product damage** was found **upon receipt** (must be reported within **48 hours** of receipt).
- The **product has a defect**.
- The product is subject to a **recall**, and we are unable to take any of the following actions:
 - Replace it with a **safe and similar product**.
 - Modify the product to meet applicable **standards**.
 - Resolve the cause of the **recall**.
- If return authorization is granted at the **sole discretion of Laon Swing Craft**.

Products returned without prior approval **may be sent back at the customer's expense**.

If you notice any **damage upon receipt**, you must **report it within 48 hours** by contacting **sales@laonpeople.com**.

3. Return Conditions and Fees

- The approval of returns, exchanges, or refunds is entirely at our discretion.
- We reserve the right to **reject any return requests**.
- All **approved returns must be in their original condition**:
 - **Unused, undamaged, and in the original packaging**.
- Once a return is approved, it must be **shipped back to the purchase location within 14 days**.
- Returns due to **customer's change of mind** will incur a **15% restocking fee**.
- If the returned product is **damaged, missing components, or shows signs of misuse**, we may:
 - **Reject the refund**.

- Charge an **additional restocking fee**.
- **Shipping and delivery costs are non-refundable.**
- Products returned **without prior approval** will be returned to you at **your own expense**, and we will not be responsible for them.
- **Inspection, replacement, or refund** will **not** be provided in cases of:
 - **Normal wear and tear.**
 - **Damage due to improper use or installation.**

4. Return Procedure

If you wish to return a product, please contact us with the following details:

- **Customer name and contact information** (email and phone number)
- **Order number**
- **Serial number** of the product to be returned
- **Reason for return**

Once your return request is approved, we will provide instructions on the **return method and location**.

After the returned product arrives, is **inspected and approved**, the refund will be processed to the **original payment method**.