GREENCHANCE INC.

RETURN POLICY

Returns of Stock Items

Return requests must be submitted within 15 days of delivery and approved by Greenchance before products are shipped back.

Products must be unused, in fully saleable condition, and returned in their original manufacturer's packaging with all accessories and components. Approved returns are subject to a 25% restocking fee.

Nonreturnable Items

Custom, made-to-order, and non-stock items ordered specifically for a customer cannot be returned or exchanged.

These restrictions apply to change-of-mind returns and do not affect claims for defective, damaged, or incorrectly supplied products.

How to Request a Return

Email **sales@greenchance.net** or call **310-929-5333**, providing your invoice number, the items you wish to return, and the reason for your request.

We will provide return instructions upon approval. Please do not return products without prior authorization.

Return Shipping

Customers are responsible for arranging and paying for return shipping. Greenchance does not provide prepaid return labels for change-of-mind returns.

Please package products securely and use a tracked, insured shipping service. Damage during return transit may affect eligibility for a refund.

Refunds

Returned products will be inspected upon receipt. Eligible refunds will be processed to the original payment method within 5-7 business days after inspection and approval.

Refunds exclude the 25% restocking fee and original outbound shipping charges. Where Greenchance paid the outbound shipping, those actual costs will be deducted if this condition was disclosed before purchase. Used, incomplete, or damaged returns may be refused.

Order Cancellations

Cancellation requests must be submitted in writing and approved by Greenchance. Cancellation fees are calculated on the purchase price of the canceled items:

Stock items: 25% cancellation fee.
Non-stock items ordered specifically for the customer: 50% cancellation fee once Greenchance has placed the order with the manufacturer.
Custom-made items: 100% cancellation fee once Greenchance has placed the custom order with the manufacturer.

Orders already shipped are handled under the applicable return provisions. Cancellation and restocking fees will not both be charged for the same items.

Damaged, Defective, or Incorrect Products

Please inspect your shipment promptly after delivery. Report damage, defects, or incorrect items within a reasonable time after discovering the issue, providing your invoice number and photographs where applicable. Retain all packaging for shipping-damage claims.

Greenchance will review the claim and provide instructions for repair, replacement, or another appropriate remedy. Return arrangements for these claims will be confirmed separately. Change-of-mind restocking fees do not apply to approved claims.

NEOZ Warranty

NEOZ lamps and chargers carry a five-year limited warranty. NEOZ batteries and LED bulbs carry a one-year limited warranty. All coverage is subject to NEOZ's applicable warranty terms and exclusions.

Please contact Greenchance with your invoice number and a description of the issue before sending products for warranty service.

Your Rights

Nothing in this policy limits rights or remedies that cannot legally be excluded under applicable law.