

30 Day Return Policy

No Hassle Returns

If you would like to return an item that is in like-new condition with original product tags and packaging that has not been installed, used, worn, or modified, you may return the product at your expense within 30 days of receipt. Any additional fees for shipping internationally, shipping to HI or AK, or any minimum order fees are all non-refundable.

Returns with Restocking Fees

There will be a 10% restocking fee for all returned items. This amount will be deducted from the credit.

Non Returnable & Custom Made Product

Eco-story LLC sells some products that are custom made or built-to-order. These items are non-returnable and non-cancellable once the order has been placed.

Return Process

Step 1 - Acquire authorization and instructions

To begin the return process, please call 207.699.5727 to obtain an RGA #

Step 2 - Shipping product back

Ship the item to the warehouse. Below are the keys to a successful return:

- **Good Packaging:** Re-pack products for return in the original box with original packaging material and additional tags attached to merchandise. Use the return label provided or your own label and write the RGA# exactly as instructed by Eco-story LLC. Improper labeling may result in the denial of return.
- **Ship & Insure:** Next, ship the product to the warehouse address provided using a carrier that will provide both a tracking number as well as a signature that the item was confirmed delivered, please do not ship USPS because they cannot provide these guarantees. If we are unable to confirm delivery of your item, this may result in the denial of a refund.

After 30 days, the Return Authorization will expire and no replacements or refunds will be given.

Step 3 - Refunds

Once the returned item has been received and verified to have all original contents and packaging and confirmed to be free of damage, modification, or been worn, the refund credit process will begin.

