



EwbankUSA.com returns policy:

Return Instructions:

- If you are not completely satisfied with your purchase from Ewbank LLC, please return your item(s) in its original packaging with all accessories, manuals, and parts, for a refund. You have 30 days from the delivery date of your original purchase to make a return*.
- Please call Customer Services on 704 827 9385 and you will be advised the best and most helpful way to return the merchandise to us.
- You can arrange for a home pick-up of your return by calling Customer Services on 704 827 9385
- This return policy is for merchandise purchased directly from ewbankusa.com only and does not override any retail establishments return policy
- The cost of returning products to Ewbank LLC is the responsibility of the consumer. Should your returned product be found to be "Faulty" the full costs for the return will be refunded to you.
- You will be emailed or posted return address information. Please include / use this information with the return.
- Pack all items (including all accessories and manuals) securely in its original packaging and include the original packing slip and copy of the original invoice / receipt.
- Attach an address label as advised.
- Ship the package using the shipping company authorized and advised by Ewbank LLC Customer Services.
- Ewbank LLC only accepts returns that have been shipped using this return process.

Refund Information:

- **Faulty Product:** Once we receive the merchandise back at Ewbank LLC it will be inspected by our qualified quality assessment team to make sure it meets quality standards. We, Ewbank LLC reserve the right to deny all or part refund for returned merchandise which appears to be commercially used or abused in any way and this includes the non-compliance of instructions from the instruction manual provided with the merchandise, which includes the non-emptying of filters.
- **Unrequired Non-Faulty Product:** Once we receive the merchandise back at Ewbank LLC it will be inspected by our qualified quality assessment team to make sure it meets quality standards. We, Ewbank LLC reserve the right to deny all or part refund for returned merchandise which is not returned in its original packaging with all accessories, manuals, and parts and appears to be commercially used or abused in any way and this includes the non-compliance of instructions from the instruction manual provided with the merchandise, which includes the non-emptying of filters. If you are over the 30 (thirty) day allowance for non-faulty returns, Ewbank LLC reserve the right not to accept the return.
- Once your return is received back at Ewbank LLC and the inspection is processed, it may take up to two weeks for your refund to be issued. The refund will only be issued to the credit / debit card used for the original purchase.

**Ewbank Carpet Shampoo & Ewbank Floor Polish cannot be returned or refunded.*