



# Returns Policy

Dear Greentom customer,

Thank you for choosing a Greentom product!

Offering you high quality, sustainable and, above all, safe products is very important to us. If for any reason you are not satisfied with your purchase you bought in our webshop, you can return it. You have 30 days from the date you received your order to exchange or return. Please make sure your items are returned new, unused with all tags still attached, and in the original box. Returns that do not meet our policy will not be accepted.

Please contact us at [ussupport@greentom.com](mailto:ussupport@greentom.com) if you have any further questions.

♥ The Greentom team

## Returns / Exchange Procedure

### **In case of a return or exchange, please take the following steps:**

1. Contact us at [ussupport@greentom.com](mailto:ussupport@greentom.com) and specify:
  - Invoice number
  - Green registration number (green tag is attached to the frame)
  - Purchase receipt
  - Reason for returning the item(s)
2. Within 3-5 business days you will receive a return/exchange number and a return form
3. Fill in the required details, including the return number. If you wish to exchange the item, please specify which item you want to exchange it for.
4. Send the return form to [ussupport@greentom.com](mailto:ussupport@greentom.com) and return instructions will be sent to you. In case you requested an exchange, your new item will be sent to you as soon as we receive your return.

If you have any further questions, please contact us at [ussupport@greentom.com](mailto:ussupport@greentom.com) or via telephone at 844.487.8765