

# Evervue Return, Refund & Cancellation Policy

## 1. Overview

This Return, Refund & Cancellation Policy governs cancellations, returns, refunds, exchanges, missing parts, damaged goods, and related matters concerning products purchased from Evervue.

As Evervue operates as a factory-direct manufacturer, many products are manufactured, assembled, engineered, customized, or procured specifically for each Customer. Consequently, cancellation, return, and refund rights may vary depending upon:

- Product type;
- Product customization;
- Production status;
- Customer classification;
- Applicable consumer protection laws; and
- The jurisdiction in which the transaction occurs.

This Policy should be read together with [Evervue's Terms & Conditions](#), [Warranty Policy](#), and [Shipping & Delivery Policy](#).

## **2. Consumer Rights Notice**

### **2.1 Business Customers (B2B)**

Business Customers generally purchase products for commercial, professional, institutional, development, hospitality, healthcare, marine, government, resale, or other business purposes.

Except where expressly agreed in writing, all sales to Business Customers are final.

Business Customers do not have an automatic right to return products, cancel orders, or receive refunds after order acceptance.

### **2.2 Consumers (B2C)**

Consumers may have statutory rights that cannot be excluded, restricted, or waived under applicable law.

Nothing in this Policy shall exclude or limit any mandatory consumer rights applicable in the Customer's jurisdiction.

Consumer rights may vary depending upon the country or region where the purchase occurs.

## **3. Custom-Made Products**

Custom Products, made-to-order products, engineered-to-order products, personalized products, project-specific products, and products manufactured to Customer-approved specifications are produced specifically for the Customer.

Accordingly:

- Orders may be cancelled prior to production commencement subject to applicable cancellation charges;
- Once production, engineering, procurement, material sourcing, or manufacturing activities have commenced, orders may become non-cancellable and non-refundable;
- Custom Products generally cannot be returned due to change of mind, incorrect measurements supplied by the Customer, customer-approved specifications, project cancellations, or preference changes.

Nothing in this Section limits any non-excludable statutory consumer rights.

#### **4. Standard Products**

##### **United States**

Consumer rights vary by state. Certain states may provide non-waivable rights relating to defective products, consumer protection, implied warranties, or cancellation rights.

##### **Australia**

Nothing in this Policy excludes, restricts, or modifies any rights or remedies available under the Australian Consumer Law (ACL).

Consumers may be entitled to repair, replacement, refund, or compensation where products fail to meet consumer guarantees.

## **United Kingdom**

Consumers retain rights under the Consumer Rights Act 2015 and other applicable legislation.

Where applicable, Consumers may be entitled to repair, replacement, price reduction, or refund.

## **Netherlands and European Union**

Consumers may be entitled to rights under the Dutch Civil Code and applicable European Union consumer protection legislation.

Where legally applicable, Consumers may have a fourteen (14) day withdrawal period for eligible distance purchases.

The withdrawal right generally does not apply to customized, personalized, made-to-order, or specially manufactured products.

## **Hong Kong Special Administrative Region**

Consumers retain any rights available under applicable Hong Kong Special Administrative Region consumer protection and sale of goods legislation, including rights relating to acceptable quality and fitness for purpose.

## **United Arab Emirates**

Consumers retain any rights available under applicable UAE Consumer Protection Law and related regulations.

## Panama

Consumer retain rights under Law No. 45 of 2007 (General Law on Consumer Protection and Defense) and related regulations.

### 5. Non-Returnable Products

Unless required by applicable law, the following products are non-returnable:

- Customized products;
- Personalized products;
- Made-to-order products;
- Special-order products;
- Project-specific products;
- Clearance products;
- Final-sale products;
- Open-box products;
- Demonstration products;
- Products sold “as-is”;
- Products modified at the Customer’s request.

Returns based on change of mind, preference changes, project cancellations, ordering errors, measurement errors supplied by the Customer, or similar reasons are not accepted for these products.

### 6. Damaged Goods

Claims involving products damaged during transportation are governed by [Evervue’s Shipping & Delivery Policy](#).

Customers must comply with all transport damage reporting requirements, including reporting deadlines, inspection procedures, documentation requirements, and packaging retention obligations.

Failure to comply with the [Shipping & Delivery Policy](#) may result in denial of transport damage claims.

## **7. Manufacturing Defects**

Claims involving alleged manufacturing defects are governed exclusively by [Evervue's Warranty Policy](#).

Customers seeking repair, replacement, warranty service, or other remedies relating to manufacturing defects must follow the procedures set forth in the Warranty Policy.

## **8. Missing Parts**

Customers must inspect all shipments promptly upon delivery.

Any claim relating to missing components, missing accessories, missing hardware, or incomplete shipments must be reported to Evervue within seven (7) calendar days of delivery.

The Customer may be required to provide:

- Photographs;
- Packaging information;
- Shipping labels;
- Product identification;
- Delivery documentation; and

- Other supporting information reasonably requested by Evervue.

Evervue reserves the right to investigate all missing parts claims before providing replacement components.

## **9. Order Cancellation Before Production**

Cancellation requests must be submitted in writing.

Where production, engineering, procurement, material sourcing, or manufacturing has not commenced, cancellation requests may be approved subject to administrative charges, processing fees, transaction fees, engineering costs, and other costs incurred by Evervue.

Approved refunds may be reduced by such costs to the extent permitted by applicable law.

## **10. Order Cancellation After Production Begins**

Once production, engineering, procurement, material sourcing, manufacturing, assembly, or customization activities have commenced, cancellation rights may be restricted or unavailable.

For approved cancellations, Evervue may retain all amounts reasonably necessary to recover:

- Engineering costs;
- Design costs;
- Material costs;
- Procurement costs;
- Manufacturing costs;

- Labor costs;
- Logistics costs;
- Administrative costs; and
- Other costs incurred in connection with the order.

Custom Products may become entirely non-cancellable and non-refundable once production begins.

## **11. Refund Processing**

Approved refunds shall be issued using the original payment method whenever reasonably practicable.

Refund processing times may vary depending upon:

- Banking institutions;
- Credit card issuers;
- Payment processors;
- Currency conversion procedures;
- International banking systems.

Evervue shall not be responsible for delays caused by financial institutions or payment processors.

Shipping charges, customs duties, taxes, brokerage fees, installation costs, labor costs, and third-party service costs may be non-refundable unless required by applicable law.

## 12. Chargebacks

Customers agree to contact Evervue and provide a reasonable opportunity to investigate and resolve any dispute before initiating a chargeback, payment reversal, banking dispute, or similar claim.

Where a chargeback is initiated without valid legal grounds, Evervue reserves the right to:

- Contest the chargeback;
- Suspend warranty services;
- Suspend technical support;
- Refuse future orders;
- Recover collection costs;
- Recover chargeback fees;
- Pursue legal remedies available under applicable law.

Nothing in this Section limits any rights available to Consumers under applicable law.

## 13. Contact Information

Questions regarding cancellations, returns, refunds, missing parts, damaged goods, or related matters may be submitted to:

Customer Support: [support@evervue.com](mailto:support@evervue.com)

Sales Department: [sales@evervue.co.uk](mailto:sales@evervue.co.uk)

Website: [www.evervue.com](http://www.evervue.com)

Customers should retain all order documentation, invoices, photographs, and shipping records when contacting Evervue regarding any claim under this Policy.