

# RETURN POLICY

## 1. PROCESSUS FOR DEFECTIVE GOODS OR ORDER ERRORS

When receiving a defective item or an item that was ordered in error, the customer must fill a return form through our website at [www.frameco.ca](http://www.frameco.ca) or complete the Frameco return form by clicking the link at the bottom of this page or by calling our customer service department at 1.888.235.6895, option 2. This must be in the ten days after the merchandise's delivery date. The date will be taken from the packing list. **No product that has been damaged, used, or whose original packaging has been damaged will be exchanged or credited.** Frameco can ask you for pictures if necessary.

**You will receive an email with a return document when Frameco will accept your request.** This document must be printed and attached directly to the item being returned. If this step is skipped, Frameco reserves the right to refuse your return. The items must be in their original packaging. When Frameco will receive the merchandise and will confirm that it conforms with our return policy, a refund will be issued using the original payment method.

Refunds will be made in accordance with the purchase price within the **first 30 days of the transaction.**

**If 30 days have passed since your purchase,** 15% management fees will be applied to all permitted returns for a maximum of 180 days after the purchase.

Because these are final sales, the **clearance sale products** cannot be returned or exchanged.

## 2. RETURN SHIPPING

Only transporters approved by Frameco will be able to pick up the merchandises. If Frameco does not approve the transport, the client will be responsible for paying the shipping costs.

Frameco is not responsible for any losses or damages incurred during shipping.

## 3. DAMAGE AT THE PURCHASE DELIVERY

Before leaving the Frameco warehouse, the merchandise are carefully examined and packed. **The moment the customer signs the transporter's delivery receipt, he is responsible.** Therefore, before signing the contract, the customer must make sure that all of the merchandise they ordered is in the package and undamaged. It is crucial to mention any product that appears damaged or missing to the delivery driver and to refuse the package in order to notify Frameco later. If the delivery receipt is signed without mentioning any damage or irregularity, Frameco cannot be held responsible.

[Click here to download the return form](#)