

Six3Tile Consumer Return Policy

At Six3Tile, we aim to ensure your complete satisfaction. If you're not entirely happy with your purchase, our easy return process on Shopify is here to assist.

Returns

- **Eligibility:** Returns are accepted within 30 days of delivery for a full refund. Items must be unused, in their original packaging, and in the same condition you received them.
- **Return Process:**
 1. **Initiate a Return:** Log into your account and go to the "Orders" section, or visit our Returns Center [\[link\]](#) to start the return process. Enter your order number and email address to generate a return request.
 2. **Approval & Label:** Once your return is approved, you'll receive an email with a return shipping label. Print it and attach it to your package.
 3. **Shipping:** Drop off your package at the nearest shipping location. Return shipping costs may be deducted from your refund unless the return is due to an error on our part.
- **Non-Returnable Items:**
 - Custom or personalized products
 - Final sale items
 - Products that have been installed or used

Refunds

- **Processing:** Once your return is received and inspected, you'll get an email notification regarding the approval or rejection of your refund. Approved refunds will be credited back to your original payment method within 7-10 business days.

- **Partial Refunds:** In cases where items are not returned in their original condition, only a partial refund may be granted.

Exchanges or Manufacturing Defect

- **Exchanges:** Please initiate an exchange through our Returns Center [link] or contact customer support at support@six3tile.com
- **Damaged or Defective Items:** For items that arrived damaged or defective, please initiate an exchange through our Returns Center [link] or contact customer support at support@six3tile.com. Please be ready to supply photos of damaged packaging and/or products to accompany your return documentation.
- **5-Year Warranty:** For specifics on our warranty and qualifications of manufacturing defects, please visit <https://www.six3tile.com/warranty>

Order Cancellations

- You can cancel your order within 24 hours of purchase for a full refund. If the order has already shipped, please follow the return process.

Contact Us

For any questions or assistance, please reach out to our support team at support@six3tile.com.

Commented [TC1]: We need to set up this address.

Should it be this or should it be combined with "Shop@six3tile.com"