

## Nelux Return Policy

**Effective Date: 26<sup>th</sup> May 2024**

At Nelux, we are dedicated to providing high-quality, custom-made lighting products to our professional clients worldwide. Due to the nature of our business, where many products are made-to-order, and considering the global distribution of our products from Hong Kong to any part of the world, we have a unique return policy designed to address these specific needs.

### 1. General Return Conditions

- **Eligibility:** Nelux only sells to professional clients. Our return policy reflects this professional relationship and the custom nature of our products.
- **Custom-Made Products:** A significant portion of our products are custom-made according to the client's specifications and desires. These products are not eligible for return.
- **Global Sales:** Given the high shipping costs associated with returning products from various countries to Hong Kong, Nelux does not accept product returns.

### 2. Handling Manufacturing Errors

- **Manufacturing Errors:** If a product has a manufacturing error, Nelux is committed to resolving the issue efficiently and effectively.
- **Error Reporting:** Clients must report any manufacturing errors within 7 days of receiving the product. Contact our customer service team at [sales@nelux.com.hk](mailto:sales@nelux.com.hk) or +852 53490724 with details and photographic evidence of the issue.
- **Product Replacement:** Nelux will replace the defective product with a new one. The replacement will be produced and shipped at no additional cost to the client.
- **Shipping Costs:** Nelux will cover all delivering costs from Hong Kong associated with sending the replacement product to the client.

### 3. No Returns Policy

- **Non-Returnable Items:** Due to the custom nature of our products, sales and the prohibitive cost of international shipping, Nelux does not accept returns.
- **Exceptions:** There are no exceptions to this policy, as it is designed to ensure that all professional clients receive high-quality, tailored products without the need for costly returns.

NELUX (HK) INTERNATIONAL, LTD

18 Harbour road, central plaza, 32/F Head office 3208 Wanchai, Hong Kong (China)

#### 4. Customer Support

- **Support Availability:** Our customer service team is available to assist with any issues related to product quality or manufacturing errors. We strive to provide quick and effective solutions to maintain client satisfaction.
- **Contact Information:** For any questions or to report a manufacturing error, please contact us at sales@nelux.com.hk or +852 53490724

Nelux return policy is designed to address the unique needs of our professional clients and the custom-made nature of our lighting products. By focusing on quick resolution of manufacturing errors and covering the cost of shipping replacements, we aim to provide a seamless and satisfactory experience for our clients.

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