

## 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 28600042 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 at no additional cost to the client.
- **Shipping Costs:** Nelux will not cover the delivery costs for sending replacement products from Hong Kong to the client. Nelux will always send replaced products with a new order.

### 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 28600042

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 pieces replacements or full product. Nelux will never cover the transportation costs to client company. We aim to provide a seamless and satisfactory experience for our clients.

NELUX (HK) INTERNATIONAL, LTD