



LC Roders Exchange & Refund Policy

Return & Exchange Eligibility

- Customers may request a return or exchange within 7 days of receiving the product.
- All return/exchange requests must include the reason for return and the product must be returned in its original, unused condition.
- Returns due to customer change of mind are accepted within 7 days. However, the customer is responsible for both-way shipping fees (typically \$10 USD round-trip).
- If you received a damaged or defective item, you are eligible for a free exchange or full refund. Please contact us immediately with photos for verification.

Free Replacement for Product Defects

- If the product becomes damaged during normal use due to a manufacturing defect within 1 year, we will replace it free of charge.
- However, damage caused by customer negligence, such as:
 - storing the product in excessively humid environments,
 - impact from dropping or external force,
 - intentional misuse, etc.

will not be considered a manufacturing defect and may not be eligible for free replacement.



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Shipping & Processing

- Refunds will be processed within 3-5 business days after the returned product is received and inspected.
- Return shipping is at the customer's expense, unless the product was defective or damaged upon arrival.
- Items returned without prior contact may not be accepted.

Non-Returnable Items

- Items that show signs of use (scratches, wear) are not eligible for return or refund.
- Products with removed or damaged packaging may also be ineligible for return.

Customer Support

For all inquiries, please contact us at:

Email: stellalee0106@gmail.com

Important Notes

- This policy complies with general U.S. e-commerce consumer standards and fair return practices.
- Final discretion regarding refund eligibility rests with LC Roders after product inspection.