

Return Policy

We have a 14-Day return policy. If you are not satisfied with your purchase, you may return eligible items within 14 days of the delivery date, subject to the terms below.

Eligibility

- Items must be returned within 14 calendar days of delivery.
- Products must be unused, tags, manuals, and accessories must be included.
- Proof of purchase receipt is required.

Non-Returnable Items

The following items are not eligible for returns:

- Final sale, sale or clearance items
- Gift cards
- Perishables goods
- Personalized or custom-made products
- Items damaged due to misuse or improper care

Return Process

- Contact our support team at contact@easenpeace.com to request a return authorization
- Once approved, you will receive return instructions and a return shipping address
- Ship the item back using a trackable shipping method.

Refunds

- Refunds are issued to the original payment method within 5-10 business days after we receive and inspect the returned item.
- Original shipping fees are non-refundable unless the return is due to our error (e.g., wrong item, wrong color, wrong quantity or defective item).

Exchanges

- Exchanges are subject to product availability. If unavailable, a refund will be issued.

- To request an exchange, follow the same process as a return. However, we highly recommend you return the item you wish to exchange and place a new order for the replacement item on our website.

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Return Shipping

- Customers are responsible for return shipping costs unless the return is due to our error.
- We recommend insuring the shipment, as we are not responsible for lost or damaged returned packages.

Damaged or Incorrect Items

- If you receive a defective or incorrect item, contact us immediately with photos and details. We will arrange a replacement or refund at no additional cost.

Late or Missing Refunds

- If you have not received a refund after the stated timeline, check with your bank or payment provider. Then contact us for assistance at contact@easenpeace.com.

For any questions, please contact us at contact@easenpeace.com.