

## **Exchange & Return Policy**

At CWF, customer satisfaction is our top priority. To ensure a smooth shopping experience, we offer a clear and fair Exchange and Return Policy. Customers may request an exchange or return within **7 days of receiving their order**.

**Note:** Exchanges and refunds are not available during promotional or special sale events.

### **Exchange Policy**

We are happy to assist customers with product exchanges under the following conditions:

- Items must be **unused, unworn, and in original condition**.
- Products must be returned in **CWF's original packaging and order receiving and checking video**.
- **Shipping charges are non-refundable** for exchanged items.
- To request an exchange, please include a copy of the **order confirmation email or packing slip** and clearly mention the desired size or replacement item.
- Availability of sizes and products for exchange is **subject to stock**, and cannot be guaranteed.

### **Return Policy**

Returns are accepted only under specific circumstances:

- Customers may return an item **only if it is damaged upon delivery**.
- In such cases, **CWF will bear the return shipping cost**.
- Please attach a copy of the **packing slip or order confirmation email** and specify whether you would like a replacement or refund.
- While requesting an exchange for a damaged item, availability of sizes or products is **not assured**.
- Customers may also opt for a **refund** if eligible.

### **Return Address**

Please send your return request on our support email and we will manage the return process through same courier :

### **Order Cancellation**

CWF reserves the right to cancel any order under the following conditions:

- The product is **out of stock**
- **Pricing discrepancies** occur
- **Payment failure** or declined credit card
- No response from the customer to the **order confirmation call**