

Willow Laboratories Return Policy

30 Day Return Policy. You may return your purchase for a full refund within 30 days of purchase subject to the conditions below. We will provide return shipping at no charge to you within the United States. You must pay for return shipping if you are returning your purchase from outside the United States.

US Returns. To return your product for a full refund, including sales tax and standard shipping charges paid to us on the original order (if any), and receive free shipping of your return, all of the following conditions must be met:

- Obtain a Return Merchandise Authorization (RMA) number from us. To request an RMA, please contact us at support@willowlabs.ai or call us at 1 (855) 499-5227 and select Support. Please note the purchaser's name and order number. We will send you an RMA number and a shipping label via email.
- The returned product must be in good physical condition, contain all accessories originally included in the purchase. The original packaging is preferred but not required.
- Take your returned product to your nearest Fedex location. Securely pack the returned product in its original packaging, including all accessories included in the purchase, along with your RMA number in standard packaging materials available at Fedex.
- Affix your preprinted shipping label to the box.

If you return your product without an RMA number, without all of the accessories included in the purchase, or without the original packaging, we will charge you a restocking fee equal to 15% of the original price to the extent permitted by applicable law.

We will process your refund within 14 days of receipt of the returned product

International Returns.

To return your product for a full refund, including VAT and standard shipping charges paid to us on the original order (if any), all of the following conditions must be met:

- Obtain a Return Merchandise Authorization (RMA) number from us. To request an RMA, please contact us at support@willowlabs.ai or call us at 1 (855) 499-5227 and select Support. We will send you an RMA number via email.
- The returned product must be in good physical condition, contain all accessories originally included in the purchase. The original packaging is preferred but not required.
- You must return your purchase to us within 14 days of your notifying us of your decision to return your purchase.
- Securely pack the returned product in its original packaging, including all accessories included in the purchase, along with your RMA number.
- Ship the returned product, freight charges prepaid, to:

- Please retain your shipment tracking number for proof of return.

If you return your product without an RMA number, without all of the accessories included in the purchase, or without the original packaging, we will charge you a restocking fee equal to 15% of the original price to the extent permitted by applicable law.

We will process your refund within 14 days of receipt of the returned product.