

## **Refund and Return Policy**

### **1. Cancellation and Return Rights:**

- **You have the right to cancel your order before it has been dispatched.**
- **You may also cancel your order within 14 days of receipt, including partial cancellations.**
- **Only full boxes or complete sheets of material can be returned.**
- **Custom or non-standard goods can only be returned if they have a manufacturing fault or are damaged upon arrival.**

### **2. Return Procedure:**

- **To initiate a return, you must contact us within 14 days of receipt.**
- **The goods must be dispatched to us within 14 days of notifying us.**
- **You are responsible for the cost of returning the goods, unless they are faulty or damaged.**
- **We recommend retaining the original packaging for the return.**
- **You are liable for the condition of the goods while they are in your possession.**

### **3. Exceptions to Returns:**

- **Goods deemed damaged or improperly packaged upon return will not be accepted.**
- **Returns must be made with a valid returns reference obtained by contacting us.**

### **4. Damaged or Faulty Goods:**

- **If goods arrive damaged or have a manufacturing fault, contact our customer care team for replacement or return options.**

### **5. Refund Process:**

- **Upon receiving the returned goods, we will inspect them to ensure they are resalable.**
- **Refunds will be issued to the original payment method within 14 days, or up to 14 days during peak periods.**

### **6. Contact Information:**

- **For further information or assistance, contact us at [sales@cube.luxe](mailto:sales@cube.luxe), or call +92 342 0042042.**