



REFUNDS & RETURNS POLICY

Clear terms for returns, exchanges, cancellations, and refunds.

POLICY AT A GLANCE

30-day return window for most eligible items
RMA required before any return is shipped
20% restocking fee on approved returns for refund
No restocking fee on qualifying exchanges for an item of equal or greater value
5 business days to report damaged, defective, missing, or incorrect items

Effective Date: July 15, 2026

This policy applies to purchases made directly from Houswin unless a different written agreement governs your order.

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BEFORE SENDING A RETURN

Contact Houswin first and obtain a Return Merchandise Authorization (RMA) number. Returns sent without an RMA may not be accepted or may experience processing delays.

1. ORDER PROCESSING AND SHIPPING

Orders are processed in the order received. Orders placed before 2:00 PM Pacific Time on a business day are generally shipped the same day. Orders placed after 2:00 PM Pacific Time, or on a weekend or holiday, generally ship the next business day.

These are standard processing targets, not guaranteed delivery times. Processing or delivery may be affected by product availability, payment verification, carrier delays, weather, or other circumstances outside Houswin's control.

2. RETURN WINDOW AND CONDITION REQUIREMENTS

Most items purchased directly from Houswin may be returned within 30 days of the purchase date for a refund, subject to the requirements below.

To qualify for a standard return:

- The item must be unused, uninstalled, and in new, resalable condition.
- The item must be returned in its original packaging with all included parts, manuals, and accessories.
- You must obtain a Return Merchandise Authorization (RMA) number before shipping the item back.
- Items that have been installed, used, or altered are not eligible for a standard return, except when the item was defective, damaged, missing components, or incorrect on arrival as described in Section 4.

RESTOCKING & SHIPPING

A 20% restocking fee applies to approved returns for refund. The fee will be disclosed again when you request an RMA so you know the amount before returning the item.

There is no restocking fee on exchanges for a different item of equal or greater value.

Original and return shipping costs are not refundable. If your order included free shipping, the actual outbound shipping cost incurred by Houswin will be deducted from your refund. You are responsible for return shipping unless the return is due to Houswin's error or a defective, damaged, missing, or incorrect product.

3. NON-RETURNABLE ITEMS

Items that have been installed on a vehicle or piece of equipment, used, or altered cannot be returned for a refund or exchange, except when the item is defective, damaged, missing components, or was not what you ordered.

We recommend confirming product fit, compatibility, and intended use before installation.

4. DEFECTIVE, DAMAGED, OR INCORRECT ITEMS

If your order arrives damaged, defective, missing components, or different from what you ordered, contact Houswin customer service within 5 business days of delivery. Do not install or attempt to use the item.

Houswin will provide return or replacement instructions at no cost to you. If damage occurred in transit, Houswin will arrange a carrier pickup where applicable. These items must be returned within 30 days of delivery.

5. RETURN PROCEDURE (RMA)

All returns require a Return Merchandise Authorization (RMA) number obtained in advance.

To start a return:

- Contact Houswin customer service by phone or email to request an RMA.
- Complete the RMA form provided to you. The form will include the correct return address and packing instructions.
- Pack the item securely with all required parts, manuals, accessories, and original packaging, as applicable.
- Ship the item according to the RMA instructions. We recommend using a trackable shipping method. Houswin is not responsible for return packages lost in transit.

RETURN PROCESSING TIME

Once your return is received, please allow up to 10 business days for inspection and processing.

6. EXCHANGES

To request an exchange, follow the RMA procedure in Section 5 and identify the item you would like in exchange. Once Houswin receives and inspects the returned item, the replacement will be shipped. If there is a price difference between the original and replacement item, the difference will be charged or refunded as applicable.

7. ORDER CANCELLATIONS

Orders may be cancelled free of charge only before they have shipped. Once an order has shipped, it is subject to this Refunds & Returns Policy rather than cancellation.

8. REFUNDS

Once your return is received, inspected, and approved, Houswin will issue the refund to the original payment method. The refund will reflect the original purchase price, less the 20% restocking fee when applicable and any original or free-shipping charges described in Section 2.

You will receive an email confirming that your return was received and your credit was processed. After Houswin processes the refund, please allow an additional 5-7 business days for the credit to appear on your account, depending on your bank or card issuer.

9. QUESTIONS

If you have questions about a return, exchange, cancellation, refund, or this policy, contact Houswin customer service before shipping anything back. We are happy to help make sure your return is handled correctly.

IMPORTANT

This policy is provided for informational purposes and does not limit any rights you may have under applicable federal or state consumer protection law. Houswin reserves the right to update this policy. The version in effect at the time of your purchase applies to that order.



Thank you for choosing Houswin.