

RETURN POLICY
Last updated August 30, 2021

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for an exchange only. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, please email customer service at returns@eboxenterprises.com to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging and include your proof of purchase, and mail your return to the following address:

eBox Enterprises
Attn: Returns
RMA #
301 GREEN ST STE 200
#1403
Fayetteville, NC 28301
United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your exchange. Please allow at least seven (7) days from the receipt of your item to process your exchange. We will notify you by email when your return has been processed.

EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
(919) 792-3807
returns@eboxenterprises.com