



## Gozo Golf Return Policy

Thank you for interesting the Gozo golf Caddy. We hope you are satisfied with your product. If you need to return or exchange an item, please refer to the following policy.

### 1. Return Policy

- You may return **unused items within 30 days of receipt**, along with all original packaging and tags, for a full refund.
- Returned items must be in their **original condition and unused**.
- Proof of purchase is required for returns.

### 2. Exchange Policy

- If the product is defective upon delivery or becomes defective under **normal use**, we offer an exchange service.
- For purchases **within 14 days**: We will **cover the cost** of replacing defective items. Please email your order number, proof of purchase, and daytime contact details to **service@gozogolf.com**. Once we receive the returned product, we will send a similar replacement if available.
- For purchases **over 14 days but within 1 year**: Please contact us with detailed information about the issue. You may be required to return the item along with a letter explaining the defect, your order number, proof of purchase, and your daytime contact details.

### 3. Warranty Policy

- **2 years warranty**.
- This warranty covers defects resulting from **normal use**.

### 4. Order Cancellation Policy

- Distance selling regulations allow you to inspect your ordered product as you would in a store. You may remove the product from its packaging, if necessary, but it must not be used on a golf course or in any setting that could cause dirt or damage.
- Items returned with **signs of outdoor use** will be subject to fees necessary to restore them to "like-new" condition.
- Refunds will be issued within **30 days** of receiving the return.



- **You have the right to cancel your purchase before shipping.**
- If the product has already been shipped, you are responsible for returning it to the nearest Gozo office at your own risk and expense.

## **5. Return Addresses**

Please select our USA office or Canada office to send the product back. When returning items, please use an insured shipping method and ensure our staff signs for the package. We are not responsible for returned items until they are signed for by our team.

## **6. Order Delivery Time**

- Unless otherwise agreed (e.g. we are awaiting stock and have informed you), we will ship products within **30 days** of order confirmation.
- If we fail to deliver within **30 days**, you have the right to cancel your order for a full refund.

## **7. How to Cancel an Order**

- To cancel your order, please email **service@gozogolf.com**.

Thank you for your support and understanding. If you have any questions, please feel free to contact us!