



Warranty and Return Policy

Warranty

A product ordered via the Site may be defective, despite the care used by BOW to verify the good condition of the delivered products.

BOW warrants to the original purchaser that your Product should be free from defects in material and workmanship under normal use for a period of one (1) year from the date of purchase.

You must inspect carefully the delivered product upon receipt, and notify us in writing within 14 days if a delivered product presents a visible defect, or if it does not possess the characteristics specified in the confirmation of order, or if an accessory is missing. You may send us a notification of defect by contacting our customer service at the following email address : support@lexon-design.com

If a defect becomes apparent later during the warranty period, you must notify us in writing within 14 days from the discovery of the defect. You may do so by contacting our customer service at the following email address : support@lexon-design.com

If you omit to notify us of a defect in due time, the product will be considered as accepted and you will no longer be entitled to invoke the warranty.

Our customer service will send you by email a return authorization number and a return form, and will indicate to you the address to which the defective product must be sent back.

We ask you to fill in the return form with the return authorization number, the number of your order (as mentioned on your confirmation of order) and the shipment address indicated by our customer service.

The defective product must then be sent back to us with the filled out return form, and if possible in its original packaging, with accessories and the user manual, within 14 days from the issuance of the return authorization number. The defective product will have to be sent to the address indicated by our customer service at the time of issuance of the return authorization number.

Damages to the product resulting from use not consistent with the user manual are not covered by the warranty.

Upon receipt of the returned product, after verification of the existence of a defect covered by the warranty, BOW will, at its choice, either send you a replacement product

or reimburse the price paid (including the initial delivery costs) by crediting your credit card.

Return Policy

If you are not completely satisfied with your purchase, you have the possibility to revoke your purchase by sending us a declaration of withdrawal within 14 days from the delivery of the product.

You may send us your declaration of withdrawal by contacting our customer service at the following email address : support@lexon-design.com

Our customer service will send you by email a return authorization number and a return form, and will indicate to you the address to which the product must be sent back.

We ask you to fill in the return form with the return authorization number, the number of your order (as mentioned on your confirmation of order) and the shipment address indicated by our customer service.

The product must then be sent back to us in a perfect condition in its original packaging, with the accessories, the user manual and the filled out return form, within 14 days from the date of issuance of the return authorization number. Any return not complying with these requirements, or sent to another address than the one indicated at the time of issuance of the return authorization number, will be refused.

Upon receipt of the returned product, BOW will reimburse you by crediting your credit card of an amount corresponding to the price of the product and the initial delivery costs. The shipping charges for the returned product will be borne by you and will not be refunded.