

Stock Products Return Policy

(Return Policy Only – Ready / In-Stock Products)

Section 1: Scope of This Policy

This Return Policy applies exclusively to ready-made, in-stock products ("Stock Products") sold online by Elika.

This policy does NOT apply to:

- Custom-made products
- Products manufactured to customer-specific dimensions or specifications

Custom products are governed by separate terms outlined in the Product Manual.

Section 2: Order Cancellation Before Shipping

Stock product orders may be canceled at any time before shipment leaves Elika's warehouse.

In such cases, the Buyer is entitled to a full refund, with no cancellation fees.

Section 3: Returns After Delivery – 14-Day Return Window

3.1 Return Request Period

The Buyer may request a return of Stock Products within fourteen (14) calendar days from the date of:

- Delivery by the carrier, or
- Pickup from Elika's warehouse

Return requests submitted after this period will be automatically rejected.

Return Conditions & Fees

Section 3.2: Mandatory Return Conditions

Returned products must meet all of the following conditions to be eligible:

Product is:

- New
- Uninstalled
- Unused
- Unmodified

Packaging:

- Original packaging
- Complete and undamaged

Condition:

- No scratches
- No cracks
- No damage caused by handling, storage, or transport

Failure to meet any of the above conditions will result in return rejection.

Section 4: Restocking Fee & Refund Amount

4.1 Returns Without Defect

If the return is due to:

- Change of mind
- Ordering error by the Buyer
- No longer needed

The following applies:

- A 20% Restocking Fee will be deducted from the refund
- 80% of the product value will be refunded

4.2 Return Shipping Costs

The Buyer is solely responsible for all return shipping costs

Elika does not cover:

- Return freight
- Insurance
- Handling or logistics fees

Inspection & Non-Returnable Items

Section 5: Inspection Upon Receipt (Separate From Return Rights)

The Buyer must inspect the product immediately upon receipt.

Any visible shipping damage, breakage, or missing items must be reported within 48 hours of delivery.

Important:

- The 14-day return period applies to commercial returns.
- The 48-hour window applies strictly to visible shipping damage claims.

Section 6: Non-Returnable Situations

Stock Products are not eligible for return if:

The product has been installed or used

Original packaging is missing or damaged

The product shows signs of damage, scratches, or improper handling

The product has been modified or altered

The return request is submitted after 14 days

Section 7: Relationship to Warranty Policy

This Return Policy does not replace or override Elika's Warranty Policy.

Manufacturing defects are handled exclusively under the Warranty Policy.

Warranty coverage does not include:

- Installation or removal labor
- Re-installation
- Shipping or freight costs
- Any consequential damages

Liability & Policy Acceptance

Section 8: Limitation of Liability

Elika's maximum liability under this Return Policy is limited strictly to:

- The refunded value of the returned product

Elika shall not be liable for:

- Labor costs
- Contractor fees
- Delays
- Loss of use or inconvenience

Section 9: Reference to Full Policies

This document covers Return Policy for Stock Products only.

All other terms, including but not limited to:

- Warranty
- Shipping & Delivery
- Claims Procedures
- Liability Limitations
- Arbitration & Dispute Resolution

are fully detailed in the Product Manual, available in the Products Section on the Elika website.

Section 10: Acceptance of Policy

By completing a purchase or accepting delivery of Stock Products, the Buyer acknowledges and agrees to this Return Policy in full.

Section 11: Claims, Refunds & Cancellations Process

All claims, refund requests, cancellation requests, and damage reports must be submitted through the official Claims Section on the Elika website at www.elika.world

No claims will be processed via:

- Email
- Phone
- Social media
- In-person requests

All documentation, photos, and supporting evidence must be uploaded through the online claims portal for proper processing and tracking.

Important Notice:

This Return Policy applies exclusively to ready-made, in-stock products. Custom products are subject to different terms as outlined in the Product Manual.