



Return Policy

This return policy document sets forth the terms and conditions under which Onewood OÜ (hereinafter the Seller) accepts returns of sold goods.

1. Return Period

- The period for returning goods is **30 calendar days** from the date the order was issued.
- Returns will not be accepted after this period has expired, except in cases provided by law.

2. General Conditions for Returns

- Returned goods must be unused, undamaged, and clean.
- Goods must be in a resalable condition.
- Upon return, it must be possible to identify the origin of the goods based on the **invoice number**.
- The Seller has the right to refuse to accept the goods if the return conditions are not met.

3. Fasteners

- Fasteners must be returned in their original packaging.
- The contents of the package must correspond to a full pack (the quantity must match the factory packaging).
- Opened, incomplete, or damaged packages will not be accepted for return.

4. Terrace, Fence, and Facade Boards

- Terrace, fence, and facade boards must be clean, undamaged, and resalable.
- Boards that have been cut, soiled, installed, damaged by moisture, or show any other signs of use will not be accepted.

5. Custom-Made Products (Special Orders)

- Boards produced as a special order will not be refunded in full.
- A **processing fee** will be deducted from the purchase amount upon return.
- The processing fee is **50% of the total invoice amount**.
- No refund will be issued for “waste goods” (soiled boards or boards with construction debris).
- No refund will be issued for boards **shorter than 1 meter**.

6. Return Costs

- Transport costs associated with the return of goods shall be borne by the customer, unless otherwise agreed.
- If the reason for the return is incorrect or defective goods due to the Seller's fault, the Seller shall bear the transport costs.

7. Refunds

- Refunds will be issued after the goods have been inspected and confirmed to meet the return conditions.
- The refund will be made using the same payment method used for the original transaction, unless otherwise agreed. The payment will be processed within 14 days.

8. Other Conditions

- The Seller has the right to make exceptions to the above conditions by agreement with the customer.
- This right of return is in accordance with the legislation in force in the Republic of Estonia.

Onewood OÜ reserves the right to amend these return conditions. The current conditions are always available in the Seller's documentation or on the website.