**Return Policy**

At Eden World Mall, your satisfaction is our top priority. If you’re not completely happy with your purchase, you may return most new, unopened items within **30 days** of delivery for a full refund or exchange.

**Eligibility**

* Item must be in original, resalable condition with all accessories, manuals, and packaging intact.
* Proof of purchase (order number or packing slip) is required.
* Returns initiated after 30 days may be subject to denial or a restocking fee of up to 15%.

**Non-Returnable Items**

* Downloadable software, gift cards, clearance/“As Is” items.
* Items damaged through misuse, modification, or unauthorized repair.

**How to Return**

1. **Request an RMA**
   * Email returns@edenworldmall.com or call (716) 717-3473 with your order number and reason for return.
   * You will receive a Return Merchandise Authorization (RMA) number within 1–2 business days.
2. **Prepare Your Shipment**
   * Pack item securely, clearly mark the RMA on the outside of the box.
   * Include a copy of your packing slip or order confirmation.
3. **Ship the Package**
   * **Standard returns:** Customer pays return shipping.
   * **Defective/damaged on arrival:** We provide a prepaid return label.
   * Use a trackable carrier and insure the package for the full item value.
4. **Inspection & Credit**
   * Once received, our team will inspect the item (3–5 business days).
   * If approved, we will process your refund or exchange.
   * You’ll receive email confirmation when your return is approved.