

Warranty & Return Policy

Not satisfied with your product? We offer a **30-day free return policy** for all regular-priced items (excluding replacement parts). After 30 days, refunds or exchanges are no longer available. To be eligible for a return, the item must be **unused, in its original condition, and in packaging**.

Final Sale Items

Clearance and replacement parts are **final sale** unless a **manufacturing defect** is present. We do not accept returns, exchanges, or refunds for **buyer's remorse**. Please carefully review product sizes and dimensions before placing an order.

Defective or Damaged Products

We offer **free returns or exchanges** for any defective or damaged products. Simply provide a **photo or video proof** of the defect and email it to **customerservice@catrygroup.com**. We will send you a **return label** for the product.

Refunds

Once we receive and inspect your return, we will email you to notify you of the refund approval or rejection. If approved, your refund will be processed using your original payment method. Refund times vary depending on your bank's policies.

Replacement Parts Policy

We offer free and discounted replacement parts based on the timeline of your purchase:

- **Within 6 months:** Free replacement parts with **proof of purchase** and photos of the damaged part(s).
- **6 months to 1 year:** Discounted replacement parts with **proof of purchase** and photos of the damaged part(s).

Please email us these details at: **customerservice@catrygroup.com**