

Return, Exchange & Cancellation Policies

Cancellation of order

1. Orders may be cancelled before shipping. In a case of cancellation up to \$50 payment processing/refund processing fees and may be deducted from your refund.
2. After the product was shipped, the order may be canceled up to 7 days from the day it was received and as long as the box was not opened, and the product was not tested or used. **Refunds will be received only once the product is received back at our facilities.** In the event of cancellation up to \$75 restocking fee and shipping costs may be deducted from your refund.
3. If the order is cancelled after 7 days or the box was opened, it is considered a “return” – see “return” terms below
4. If you are eligible for cancellation of order, please contact us at support@coraldd.com and provide a proof of purchase and the CORAL MYLO ID that can be found in the box, or at the “About” page in the CORAL MYLO App.

Returns

1. Returns will be accepted up to 15* days from the day it was received if the Product is returned in its original package, in a new condition, with all the parts, and without any physical damage.
2. A full refund will be issued, less shipment and possible re-stocking fee of up to 15% of the Product price, which may be applied, depending on the condition of all the parts.
3. After 15 days no refund will be provided however the Product is covered under the provided warranty.
4. If you are eligible for return, please contact us at support@coraldd.com and provide a proof of purchase and the CORAL MYLO ID that can be found in the box, or at the “About” page in the CORAL MYLO App.

Refunds

- Once your return is received and its state is confirmed, the purchase price less shipping and/or restocking fees will be processed, and a credit will be applied to your credit card or pay-pal account within 5 business days.

Shipping for repairs and exchanges

web: www.coralsmartpool.com

email: info@coraldd.com

facebook: <https://www.facebook.com/CoralSmartPool>

instagram: <https://www.instagram.com/coralsmartpool/>



CORAL SMART POOL LTD

1. Any shipping for repairs or exchanges that are under warranty and/or are eligible for repair / exchange will be paid by Company.
2. All other shipments will be paid by the customer.

Cancellation of order (in Israel only)

1. If the order is cancelled within 14 days from the day it was received then a cancellation fee of the lower of 5% of the paid price and 100 NIS, plus shipping costs, may be applied.
2. If an order is cancelled after 14 days then it is considered a "return", so please follow the instructions in the **Returns** section above.

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