

Alulux Ltd Refund & Returns Policy

Here at Alulux, customers are eligible to return or refund within 14 days from the date you receive your product(s), providing the goods have not been unpacked, plus the customer must pay for the collection, no delivery refund will be given, unless the reason for the return is due to a manufacturing issue.

Any marks to the product must be reported to us before installation. If product is fully installed, refunds will not be given. E.G: the doors are installed, the customer says there was a mark or dent on the product, they're no longer eligible for a refund / return as the product is now installed.