



Norwood Refund & Exchange Policy

1. Refund & Exchange

It is not Norwood's policy to provide a refund or replacement if the exchange is as a result of a change in the customer's mind.

Norwood will, however, refund or exchange an item if there has been an issue that can be not reused or the product is not fit for purpose.

Please kindly keep your proof of purchase (e.g. tax invoice) and we recommend a conversation with your account manager to provide a perfect solution for you.

2. Cancellation

Cancellation of a transaction can only be processed with the approval from Norwood. We recommend a conversation with your account manager to provide a perfect solution for you.