

# Shop Your Stay — Returns, Warranty & Merchant-of-Record (MoR) Policy

Effective date: [01/01/2026]

**Customer Support:** [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com)

Merchant-of-Record (MoR): Identified on each product page, at checkout, and on your receipt as either **EarthOMs** or the **Brand/Seller**.

## 1. Purpose and Scope

- 1.1. This policy governs returns, exchanges, refunds, replacements, and warranty handling for physical goods purchased through **Shop Your Stay** on the EarthOMs Platform. It does not govern lodging bookings or experiences; those are covered by the Guest Terms.

## 2. Who Is the Merchant-of-Record (MoR) and Why It Matters

- 2.1. EarthOMs as MoR. When EarthOMs is MoR, EarthOMs processes your payment, provides order support, issues RMAs and labels, and pays refunds under this policy.
- 2.2. Brand/Seller as MoR (Marketplace). When a third-party Brand/Seller is MoR, EarthOMs facilitates the order and support, but the Brand/Seller's return/warranty policy controls where different. We display the MoR clearly on product pages and your receipt, and we show a link to the seller's policy. If the seller's policy is more generous than EarthOMs', the more generous terms apply.
- 2.3. Precedence. If a product page or receipt states a category-specific rule that conflicts with this document, the product-page rule prevails for that SKU.

## 3. Definitions

- 3.1. **Order Date:** the date your payment is authorized.
- 3.2. **Delivery Date:** the carrier's first delivery attempt scan.
- 3.3. **Return Window:** the number of days you have from the Delivery Date to initiate a return (see Section 7).
- 3.4. **RMA:** Return Merchandise Authorization number assigned by EarthOMs or the Seller.
- 3.5. **DOA:** Dead-on-arrival, meaning non-functional out of box.
- 3.6. **Resalable Condition:** unused, unwashed, uninstalled, with all original packaging, accessories, manuals, tags, and serial numbers intact.

## 4. Order Acceptance, Availability, and Backorders

- 4.1. Acceptance and Fraud Screening. Orders are accepted when the MoR sends an order confirmation. We may cancel or request more info if fraud screening, address validation, or export controls fail.
- 4.2. Availability and Partial Shipments. If an item is backordered, we will notify you of the expected ship date and may split the shipment at no extra shipping cost.
- 4.3. Cancellations Before Shipment. You may request cancellation until a shipping label is created. After that, please use the Returns process.

## 5. Shipping, Risk of Loss, and Inspection

- 5.1. Risk of Loss. Risk of loss passes upon delivery to the address on record unless carrier terms or law state otherwise.
- 5.2. Inspection on Arrival. Please inspect packages at delivery. Report transit damage or short shipments within **7 days** of Delivery Date with photos of the outer box, inner packaging, and the item.
- 5.3. Lost Packages. If the carrier marks an order delivered but you did not receive it, report within **7 days**. We may require a non-receipt affidavit and may coordinate a carrier investigation before replacing or refunding.

## 6. How to Start a Return or Exchange

- 6.1. Initiation. Use the Returns portal at the merchants or product developer's webpage, with order number, item(s), condition, and reason.
- 6.2. RMA and Labels. We will issue an RMA and, where applicable, a prepaid label. Ship the item within **14 days** of RMA issuance and retain drop-off proof.
- 6.3. Packaging. Use the original packaging when possible. Pack safely; items damaged in transit due to inadequate packaging may be denied or incur deductions.
- 6.4. Exchanges. Where inventory allows, you may exchange for the same item (different size/variant). Otherwise we process a refund per Section 10.

## 7. Return Windows by Category

- 7.1. Unless the product page states otherwise:
  - 7.1.1. Bedding & Textiles (sheets, duvets, pillowcases): **30 days**
  - 7.1.2. Cleaning & Laundry Consumables (unopened): **30 days**
  - 7.1.3. Air/Water Filtration Devices: **30 days**; opened filter cartridges are non-returnable once used
  - 7.1.4. Personal Care/Cosmetics: **30 days unopened**; opened items non-returnable unless defective
  - 7.1.5. Electronics/Wellness Devices (non-medical): **30 days**; defects handled under warranty after this window
  - 7.1.6. Open-Box/Refurbished: as labeled on product page (typically **15 days**)
  - 7.1.7. Custom/Made-to-Order: final sale unless defective
  - 7.1.8. Final Sale/Clearance: non-returnable, labeled at checkout
- 7.2. Return windows are counted from the Delivery Date. Initiation must occur within the window; shipment must occur within **14 days** after RMA issuance.

## 8. Non-Returnable Items

- 8.1. Used consumables, installed filters, personal care items that have been opened, items without serial numbers or with removed safety seals, hazardous materials restricted by carriers, custom-built or personalized items, digital goods, and gift cards. Local law exceptions may apply.

## 9. Condition Standards and Evaluation Outcomes

- 9.1. New/Unused in Original Packaging. Full refund of the merchandise price, less original shipping (unless the product page promises free returns or the return is due to our error).
- 9.2. Opened but Like-New. If inspection confirms like-new condition with all materials present, refund less any missing or damaged components.
- 9.3. Used or Damaged by Customer. We may decline the return or apply a reasonable deduction reflecting missing packaging, wear, odor, stains, or other damage.
- 9.4. Missing Components. We may deduct the replacement cost of manuals, cables, accessories, or packaging components.
- 9.5. EarthOMs or the Seller will provide an itemized outcome note upon inspection where deductions apply.

## 10. Refund Method and Timing

- 10.1. Method. Refunds are issued to the original payment method. If that method is unavailable, store credit may be offered.
- 10.2. Timing. Inspection typically occurs within **5 business days** after the return is received. Refund posting depends on your bank or card network and may take **5–10 business days** after approval.
- 10.3. Original Shipping and Taxes. Original shipping is non-refundable unless the return is due to our error or the product page states otherwise. Applicable taxes are refunded consistent with law.

## 11. Who Pays Return Shipping

- 11.1. Our Error, DOA, Damaged, or Wrong Item. MoR provides a prepaid label or a no-return replacement where appropriate.
- 11.2. Buyer's Remorse / Changed Mind. Customer pays return shipping unless the product page states free returns for that SKU.
- 11.3. High-Value Items. For items over a certain dollar amount, we may require insured shipping and signature confirmation.

## 12. Replacements, DOA, and Advanced Exchange

- 12.1. DOA within **7 days**. We replace or refund at your choice once DOA is verified. Provide photos/video and the serial number (if applicable).
- 12.2. Advanced Exchange. For select items, we can ship a replacement before receiving your return if you authorize a temporary hold on your payment method.
- 12.3. Spare Parts. Where a minor part resolves the issue (e.g., missing bracket), we may ship parts at no cost instead of replacing the full unit.

## 13. Incorrect, Missing, or Extra Items

- 13.1. Report within **7 days** of Delivery Date. We will correct the order, reship missing items, or provide a prepaid label for any extras shipped in error.

## 14. Warranty Coverage

- 14.1. **Manufacturer Warranties.** Most devices include a manufacturer warranty. The term and process appear on the product page and your receipt. Claims typically require serial numbers, diagnostics, and proof of purchase.
- 14.2. **EarthOMs Brand Products Limited Warranty.** If stated on the product page, EarthOMs provides a limited warranty with defined terms. Otherwise, no additional warranty is provided beyond the manufacturer's warranty.
- 14.3. **What Warranties Do Not Cover.** Normal wear, misuse, improper installation, unauthorized modification, accidents, environmental damage (e.g., flooding), consumables (filters, batteries) beyond DOA, and cosmetic damage that does not affect function.
- 14.4. **Warranty Routing.** If the manufacturer requires you to contact them directly, we will provide instructions and assist with required documentation.

## 15. Category-Specific Notes

- 15.1. **Filtration (Air/Water).** Cartridges and media are consumables. Once opened/installed, they are non-returnable unless defective. Device returns must include all hoses, adapters, and manuals.
- 15.2. **Bedding & Textiles.** Items must be unwashed, unused, and free from odors or pet hair. For hygiene and safety, used textiles are not eligible unless defective.
- 15.3. **Electronics/Wellness Devices.** Remove personal data and unlink accounts before returning. Include original chargers, cables, and accessories.
- 15.4. **Personal Care/Cosmetics.** Unopened items may be returned within the window. Opened items are non-returnable unless there is a documented defect, contamination, or recall.

## 16. Bundles, Kits, and Promotions

- 16.1. **Bundles/Kits.** If you return part of a bundle, your refund equals the bundle price minus the full undiscounted price of items you keep.
- 16.2. **Free Gifts and BOGOs.** Free gifts must be returned with the qualifying item. If you keep the gift, we may deduct its value from the refund.
- 16.3. **Coupons and Credits.** Refunds cannot exceed the amount you actually paid. Expired coupons are not reinstated. Promotional credits are not cash-refundable unless required by law.

## 17. Price Adjustments

- 17.1. If the price for the identical SKU and MoR drops within **7 days** of your purchase, contact Support for a one-time adjustment or store credit where permitted.

## 18. International Orders and Cross-Border Returns

- 18.1. **Eligibility.** Some items are not returnable cross-border due to regulations. Product pages will note any restrictions.

- 18.2. Duties and Taxes. Import duties and VAT are typically non-refundable unless your local authority provides a mechanism for recovery. We supply return documentation on request.
- 18.3. Cross-Border Labels. For international returns, you may be responsible for return shipping and customs paperwork unless the return is due to our error.

## **19. Safety Notices and Regulations**

- 19.1. California Proposition 65. Some products include Prop 65 warnings supplied by manufacturers. Read labels and follow safety instructions.
- 19.2. Hazardous Materials. Batteries, aerosols, and other regulated materials have special shipping rules. Follow the RMA instructions precisely; unauthorized shipments may be refused.

## **20. Abuse, Excessive Returns, and Ethics**

- 20.1. We protect customers and sellers by monitoring for abuse (wardrobing, serial returns with wear, fraudulent claims, serial chargebacks). We may limit return eligibility or close accounts for misuse consistent with the Terms of Service and applicable law.

## **21. Accessibility and Assistance**

- 21.1. If you need accessibility accommodations for returns (e.g., printer-free QR codes, carrier pickup, longer windows tied to documented accessibility needs), contact [support@\_\_\_]. We will provide reasonable accommodations consistent with law.

## **22. Environmental Stewardship**

- 22.1. When feasible, we consolidate return shipments, refurbish eligible products, and responsibly recycle non-salvageable units. Open-box items may be resold with a clear “open-box” label and adjusted warranty.

## **23. Privacy**

- 23.1. Return and warranty handling may require contact details, photos, serial numbers, diagnostic logs, and proof of purchase. We process this information per our Privacy Notice and applicable laws.

## **24. Dispute Resolution and Governing Terms**

- 25. Disputes arising from this policy are governed by the EarthOMs Terms of Service, including arbitration and venue provisions. Nothing in this policy limits your statutory rights.

## **Contact Us**

Returns and order support or Warranty questions: [ContactEarthOms@gmail.com](mailto:ContactEarthOms@gmail.com)

**Mail:** 229 Airport Rd STE 7 PMB 234, Arden NC 29704

## **Quick Reference (Non-Contractual Summary)**

- Start a return in the portal within the stated window.
- Use the RMA and ship within 14 days.
- Refunds go to the original payment method after inspection.
- Defects, DOA, and our errors get prepaid labels or replacements.
- Product-page rules prevail if more generous.
- For bundles, refunds reflect the items you keep.
- For international orders, customs and duties rules vary.