



**DESIGN
DEPOT**

+501-610-2025

Mile 3 PGIH Highway
Belize City, Belize

 www.designdepot.bz

Thank you for shopping at Design Trading Depot.

If you are not entirely satisfied with your purchase, we are here to help.

Returns

- All return requests must be made within 5 working days from the date of purchase. There are no returns on selected items such as electronics, electric parts, mixed paints, thinset and grout.
- Requirements for a return:
 - Original receipt with signature
 - Present item as issued from Design Trading Depot (DTD)
 - Reason for return
 - Valid ID card

Refunds

- Cash paying customers requesting a refund are subject to a 10% re-stocking fee.
- Cash refunds over BZ\$500.00 are paid via check.
- Credit card purchases require a 2-week authorization period.
- Store credit refunds are NOT subject to the 10% re-stocking fee.

Items Given to Customer in Error by Design Trading Depot

- If an item is returned as the result of an error made by DTD, the customer is responsible for getting the item(s) to a delivery service. DTD will collect the item(s) and cover the return freight.
- Customers must provide *proof of purchase* and *proof that the item was delivered in error* to avoid restocking fees.

Items Returned due to Manufacturer's Defect or Malfunction

- If an item is returned due to defect or malfunction, the store manager and a qualified technician will aim to rectify the issue.
- If item is non-repairable, the customer can then receive a replacement via invoice or credit/refund.

**** Design Depot Trading offers extensive warranty on all household and commercial appliances. Some restrictions may apply. For more information, kindly contact a sales representative or visit our offices.*

Contact us

If you have any further questions regarding a return or refund, please contact us.