



RETURNS & REPLACEMENTS

To start a return, please contact us first. You may email us at cs@ovente.com or call us at our toll free number 1-866-9262626 Mon-Fri 8:00am-5:00pm PST (Pacific Standard Time)

What if I don't like my item?

Within 30 days = Money back guarantee on item

Shipping and handling are non-refundable

You must ship the item back to us

Upon receipt of item, please allow 3-5 business days for the refund to reflect back in your account

For items that are damaged in transit upon receipt, you will be notified and a photo will be taken for your proof to file a claim with your carrier.

Money back guarantee will be voided in the event of damage in transit or lost in transit.

What if my item is defective?

Defective items purchased from ovente.com is eligible for a replacement or a refund within 60 days of purchase.

Where's my item, where's my stuff?

Please report all missing orders so a claim may be filed with the carrier.

It is your responsibility to report to us in the event within 3 business days after the estimated delivery has passed.

Package damaged in transit?

Please contact us within 3 business days after the delivery date.

Picture of the damage item may be required.

CONTACT US

OVENTE

10730 McCune Avenue, Los Angeles, CA - 90034



855.926.2626

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.