



FLAIR SALES & REFUND TERMS AND CONDITIONS ("TERMS")

U.S. and Canada Sales and Refund Policy

Thank you for shopping with Flair. We appreciate the fact that you're shopping with us and we want to make sure you have a rewarding experience while you're browsing, evaluating, and purchasing from us. The Flair Online Store will be referred to as "Flair" in this policy.

Standard Return Policy

We truly believe that you will be thrilled with the products you purchase from Flair. But we also understand that sometimes a product may not be what you expected. In that unlikely event, the following terms relate to returning a product to us.

Only items that have been purchased directly from Flair can be returned to Flair. Flair products purchased through other retailers must be returned in accordance with their respective returns and refunds policy.

For any undamaged product, simply return it with all of its included accessories and packaging along with the original packing slip within 14 days of the date you receive the product, and we'll exchange it or offer a refund based upon the original payment method. In addition, please note the following:

—Damages, missing parts, or alterations to the product may result in a delayed or denied refund.

—We reserve the right to review any return for any reason, including fraud prevention, quality assurance, or internal review.

—Making unauthorized modifications to the software or hardware on Flair products violates the end user license agreement. Should you be unable to use your Flair products due to an unauthorized modification, its repair or return will not be covered under the warranty or returns policy.

Product Exchanges

If you mistakenly purchased the wrong item, such as the wrong vent size, we would be happy to exchange the product. Simply return it with all of its included accessories and packaging along with the original packing slip within 14 days of the date you receive the product, and we'll exchange it and send the correct product to you.

If there are any differences in price between the original product you purchased and the new product, you will either be refunded or charged the difference in cost.

Flair Product Terms

The purchase and use of Flair products are subject to additional terms and conditions that may be added or amended at any time.

Making unauthorized modifications to the software or hardware on Flair products violates the end user license agreement. Should you be unable to use your Flair products due to an unauthorized modification, its repair or return will not be covered under the warranty or returns policy.

Pricing and Price Reductions/Corrections

Flair reserves the right to change prices for products at any time, and to correct pricing errors that may inadvertently occur.

Should Flair reduce its price on any Flair products within 14 calendar days from the date you receive your product, feel free to contact Flair support at hello@flair.co for a credit of the difference between the price you were charged and the current selling price. To receive the refund or credit you must contact Flair within 14 calendar days of the price change. Please note that this offer excludes limited-time price reductions, such as those that occur during special sales events, such as Black Friday, Cyber Monday, or within one calendar month of December 25.

This pricing credit is only available for up to 5 units of a particular product. We may require both proof of purchase and proof of possession if you're requesting a pricing credit. Flair reserves the right to determine what constitutes a proof of possession.

Prices shown are in U.S. dollars. If you are paying for your order with an international Visa, MasterCard, or American Express credit card, please note that the purchase price may fluctuate with exchange rates. In addition, your bank or credit card issuer may also charge you foreign conversion charges and fees, which may also increase the overall cost of your purchase. Please contact your bank or credit card issuer regarding these fees.

Order Acceptance/Confirmation

Flair reserves the right to accept or decline your order for any reason. Receipt of an order confirmation does not constitute confirmation of an intent to sell, but instead a confirmation of order receipt. If Flair cancels your order after you have been billed, it will refund the billed amount. However, Flair is not required to notify you of an order cancellation or refund.

Consumers Only

Flair sells and ships products to end-user customers only, and we reserve the right to refuse or cancel your order if we suspect you are purchasing products for resale.

If your Flair products were installed by a third party (contractor, smart home installer, etc.), we reserve the right to deny any returns, refunds, or warranty-claims that we cannot, within reason, trace back to a verifiable purchase from Flair.

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