



Return & Refund Policy

Effective Date: 01.07.2025

At **Golden Oil Inc.**, home of the **SUPERKOTE 2000** brand, we value your satisfaction. If you are not completely happy with your purchase, we're here to help.

1. Returns

- You may request a return within **8 days** of receiving your order.
- To be eligible for a return:
 - The item must be unused, in its original condition, and in the original packaging.
 - Proof of purchase (receipt or order confirmation) is required.
- Certain products (such as opened lubricants, greases, or additives) may not be eligible for return due to safety or regulatory restrictions.

2. Refunds

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
- Approved refunds will be processed within **7–10 business days** to your original payment method.
- Shipping costs are **non-refundable**, except in cases of defective or incorrect items.

3. Exchanges

- We only replace items if they are defective or damaged.
- If you need an exchange for the same product, please contact us before returning the item.

4. Return Shipping Costs

- Customers are responsible for return shipping costs unless the return is due to an error on our part (wrong item, damaged, or defective product).
- For international orders, customs duties and import taxes are non-refundable.

5. Damaged or Defective Products

If you receive a damaged or defective item, please contact us within **7 days of delivery** with photos of the issue so we can arrange a replacement or refund.

6. Non-Returnable Items

- Opened lubricants, oils, greases, and chemical products.
- Gift cards or promotional items.
- Items marked as **final sale**.

7. How to Request a Return

To initiate a return, please contact us at:

Golden Oil Inc.

Brand: **SUPERKOTE 2000**

Email: sales@superkote2000.com

Phone: +1 786 608 49 00

Address: 2051 NW 112TH AVE Suite128 Miami FL 33172

