



HATCHBOX[®]

RETURNS AND EXCHANGES

2665 Pomona Blvd. Pomona CA. 91768
support@Hatchbox3d.com

30 DAY GUARANTEE RETURN OR EXCHANGE

It is our goal at Hatchbox 3D to provide a comprehensive and hassle-free return and exchange process. Returns and exchanges are accepted on all unused & sealed items within 30 days of the purchase date, for items that were purchased on hatchbox3d.com or from an authorized seller (Refer to Authorized Sellers). Items purchased from any other third party distributor or seller must be returned through them. Exchanges must be for items of equal or lesser value only.

Note: For all AMAZON LLC orders, AMAZON LLC will handle full refunds and replacement, not Hatchbox.

RETURN AND EXCHANGE PROCESS

1. Select Contact Us to submit your return or exchange request and obtain a return shipping label. (PLEASE NOTE: Be sure to provide the name from the original order as well as the original order number. Shipping label only provided for orders within 30 days)
2. After once again ensuring that the items are in their new condition, pack the item(s) for return, utilizing the return shipping label and including a the RMA form below inside of the package.
3. Drop off the return at the appropriate shipper.
4. Once the return is received and inspected an e-mail will be sent informing you that a refund has been approved and processed. If there are any issues with the return, an e-mail will be sent notifying you of such.
5. If you are exchanging for another item, an e-mail will be sent informing you of the exchange options that are available.

RETURN AND EXCHANGE NOTES

1. ALL returns and exchanges must be authorized by Hatchbox before they are returned. Failure to do so will prolong the refund or exchange process.
2. All refunds are typically processed 1-3 business days after the item has been delivered. A refund can only be applied to the original purchase method.
3. IF a return is received and the item was purchased from an unauthorized dealer or third party seller, the customer will be responsible for shipping costs to ship the item back.



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CONTACT INFORMATION

NAME: _____ MAILING ADDRESS: _____
PHONE: _____
EMAIL: _____ CITY: _____ STATE: _____ ZIP: _____

PURCHASE INFORMATION

ORDER NUMBER: _____ RA#: _____ TODAY'S DATE: _____
PURCHASE DATE: _____ PURCHASED FROM: _____

RETURN DETAILS

| ITEM SKU | ITEM NAME/DESCRIPTION | RETURN REASON | COLOR | SIZE | QTY |
|----------|-----------------------|---------------|-------|------|-----|
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EXCHANGE DETAILS

NOTE* Item of exchange must be of equal or lesser value. If the item exchanged is less than the original purchase, a refund will be applied to the original purchase method. If the exchange item is unavailable, we will contact you with other options.

| ITEM SKU | ITEM NAME/DESCRIPTION | COLOR | SIZE | QTY |
|----------|-----------------------|-------|------|-----|
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COMMENTS