

Return Policy

RETURN POLICY

At The CPRWrap Inc. (“we”, “us”, or “our”), we want to ensure your complete satisfaction, so we will happily accept returns in accordance with the following Return Policy:

Defective or damaged items

- The item must have been purchased from cprwrap.com (our “Site”) or from one of our authorized retailers.
- If you received a damaged or defective item from us, or the wrong item was shipped to you, you will not be responsible for return shipping charges, and we will not charge any other fee in connection with the return. In addition, you will receive a full refund for the item, as described in our Refund Procedures.
- To obtain a refund, the item must be returned to us, unopened (unless the item was received by you in a defective or damaged condition) and in its original packaging, with all accessories, within 30 days of the date upon which we provided the item to the carrier for shipment to you. You must also follow the Return Procedures specified below.
- We cannot accept items back that have been opened or used unless the item was received by you in a damaged or defective condition.
- Damaged or defective items returned without their original packaging will not receive a refund.

Other Returns

- The item must have been purchased from our Site or from one of our authorized retailers.
- For all returns other than damaged, defective or incorrectly-shipped items (see above), you will be responsible for the shipping charges to return the item(s).
- To obtain your refund, the item must be returned to us, unopened and in its original packaging, with all accessories, within 30 days of the date upon which we provided the item to the carrier for shipment to you. You must also follow the Return Procedures specified below.

Return Procedures

- To return an item, email us at admin@cprwrap.com to speak to a customer service representative and receive your return authorization (if eligible).
- Customer service will provide you with a return label, which you will be required to print and affix to the package (if eligible).
- Securely pack the item(s) you are returning and include a copy of your original packing slip in an appropriately sized box.
- Affix the shipping label on the package to be returned.
- After we receive, inspect and process your return, a refund will be issued in accordance with our Refund Procedures below.

Refund Procedures

If you are entitled to a refund in connection with a return, the following conditions will apply:

- Your refund will be in the form of payment used for the purchase.

- The amount refunded will be the purchase price paid by you for the returned item (which reflects the amount of any discounts, promotions or coupons that you received), including sales tax charged with respect to the item, as applicable (less shipping costs when applicable).
- Refunds will be issued after we receive, inspect and process your return. Please allow up to three (3) weeks for the returned item to be delivered to us, for us to inspect and process the return, and for the credit card issuer to credit your account. Your credit card company determines when the credit will be reflected in your statement. It may take one full billing cycle for the credit to appear on your account.
- If you purchased using PayPal, PayPal credits the refund according to their policies and procedures.
- Contact us at admin@cprwrap.com to speak to a customer service representative for any questions about your return, or to inquire about the status of your refund.