



Infinity Cutting Tools Package Protection Policies

Infinity Cutting Tools' (optional) Package Protection covers lost, stolen, and damaged items that fit the following criteria. Review the policies to understand what lost, stolen, and damaged items Infinity Cutting Tools will cover.

When refunding an item, Infinity Cutting Tools covers the subtotal of the order. Shipping costs, taxes, and the insurance premium are not included.

When replacing an item, Shipping Protection covers the subtotal of the order, shipping costs, and taxes.

Lost Items Policy

Packages presumed to be lost

- Order issues for packages presumed to be lost by the carrier (where the status is not "delivered") must be filed no sooner than 7 days after the last tracking update for United States domestic shipments and within 30 days from the last checkpoint.

Only part of the order delivered

- If a single order is being shipped in multiple packages and one package does not arrive, Shipping Protection will cover the order issue and replace or refund the value of the undelivered package.

Packages labeled "return to sender"

- Shipping Protection does not cover packages labeled return to sender because the order has been sent back to the retailer. Items are returned to sender when a customer provides an invalid or undeliverable address or refuses a delivery.

Order issue filed too soon

- If the customer is filing an order issue the same day that the package was marked as delivered, at our discretion we may ask you to wait 7 business days. Carriers (FedEx, USPS, UPS, DHL, etc.) sometimes prematurely mark the package as delivered when it's still in transit.

Stolen Items Policies

Delivered but missing package

Infinity Cutting Tools Shipping Protection may require a police report when the customer's package is marked as delivered and filing an order issue.

1. Customer files the police report and includes an explanation that the order had Shipping Protection,

310 Mears Blvd • Oldsmar, FL 34677

P: 813-881-9090 | 1-877-872-2487 - Order Online 24/7: InfinityTools.com



protected the customer's package that has been stolen. To process the order issue Infinity Cutting Tools is requiring a police report.

2. Send an email to support@infinitytools.com including a brief description, the police report PDF, and order number.

Upon request, we may require additional documentation (e.g. proof of identity, address, etc.).

Note: Depending upon the jurisdiction, a false police report may be charged as a misdemeanor or a felony

**Order issues for packages marked "delivered" yet not received are considered as stolen and must be filed 7 days after "delivery date" but no longer than 15 days to ensure it was not misdelivered or easily found around the premises.

Filing a police report

- On orders over \$100, Infinity Cutting Tools requires evidence of the police report
- Upon request, Infinity Cutting Tools may require additional documentation (e.g. proof of identity, address, notary, etc.).

Damaged Items Policies

- The customer may need to send damaged items back to Infinity Cutting Tools, in that case a return shipping label will be supplied.

Damaged items

- A damaged item is considered to be a broken product that is unusable, clearly fractured, shattered, bent (if not bendable), crushed, etc.
- Shipping Protection does not cover cosmetic damage (scratches, dents, etc.), manufacturing damages, packaging errors, or unsealed items. At our discretion, we may offer a partial refund depending on the severity of the cosmetic damage.
- Shipping Protection requires further evidence of the customer's damaged item (i.e. photos, etc.).

General Policies

Input wrong address

- If the customer entered the wrong address at the time of order, Shipping Protection does not cover this.
- Customer will need to reach out to Infinity Cutting Tools to remedy any incorrect address.

310 Mears Blvd • Oldsmar, FL 34677

P: 813-881-9090 | 1-877-872-2487 - Order Online 24/7: InfinityTools.com



Quality control

- Shipping Protection is not a product replacement plan, any order issue pertaining to quality control will not be approved.
-
- If you are unsatisfied with a product, just reach out to us. The request may be covered under our normal return policy.

Too late to file

- Infinity Cutting Tools Shipping Protection can take action on an order issue that is filed within the bounds of our timeline policy. If an order issue is filed outside of this timeline, Infinity Cutting Tools will deny the order issue according to these policies:
- Order issues for packages marked “delivered” yet not received and where there is no evidence of “porch piracy” must be made 7 days after “delivery date” but no longer than 15 days to ensure it was not misdelivered or easily found around the premises.”
- Order issues for packages presumed to be lost by the carrier (where the status is not “delivered”) must be filed no sooner than 7 days after the scheduled delivery date and within 15 days from the last checkpoint.

Expedited shipping hasn't arrived

- If the customer's package is delayed for whatever reason, Shipping Protection will not cover it.
- Carriers update their website with expected delays due to inclement weather or other barriers to expected delivery.
- If the customer paid for expedited shipping but the package arrives outside of the expected window, Shipping Protection will not cover it.

Closed order issues

- If a customer does not respond within 7 days, Infinity Cutting Tools will automatically close the order issues. Customers can open the order issues back up by responding to the original thread.
- If a customer does not respond back after 30 days the order issue will be considered closed and will not re-opened.