

**PRINSU DESIGN
RETURN POLICY -**

Effective March 1, 2023



WHAT CAN BE RETURNED?

All returned items must be in new, resalable condition and include original packaging and all hardware and accessories. The return shipping cost is the responsibility of the customer and a 20% restocking fee will apply.

Only product that is new and not used or modified can be returned with a 20% restock. Return shipping costs are the responsibility of the customer.

If the product has been mounted or used it is not in new, resalable condition and cannot be returned. Items that were customized to ANY degree are not eligible for return.

WHAT CAN NOT BE RETURNED?

After 30 days, non-warranty-related returns are at the sole discretion of Prinsu Design Studio.

RETURN INFORMATION

→ A restocking fee of 20% will apply as long as the items have not been mounted or used. Return shipping costs are the responsibility of the customer.

Please note: if you return an item and did not originally pay shipping costs (eg. CBI Ditch Light Brackets), the original shipping cost incurred by CBI Offroad Fab will be deducted from your refund.

We strongly urge you to repackage the products with care. Please print your RMA clearly on the shipping label. Thank you!

RETURN PROCESS

- Please contact customer service in order to initiate a return.
- Allow 2-3 business days for your Return number to be provided via email.
- Include your Return Number on the return invoice and on the mailing label.
- Once the order is returned, please allow 2-4 days for the refund to process.

LOOKING FOR AN EXCHANGE?

If you'd like to exchange your items for something else, please return them to us for a refund and place a new order for the product you want at the same time.

All Prinsu orders can be canceled without charge within 24 hours of placing the order. If you wish to cancel after 24 hours a \$50.00 fee will incur due to production constraints. We will not be able to cancel an order if it has been received in our Shipping department already. ***Please note that third-party products sold on our website will be subject to their own cancellation policies. Please contact us if you need more information.***

<https://prinsu.com/returns-exchanges/>