

## Returns & Exchanges

1. No Returns will be accepted without a RMA Number. Returns Shipped to us without an RMA number will Not be Refunded. Do not Ship us a Return without an RMA Number
2. We have a 100% Customer Satisfaction Policy. Some items can be returned within two weeks (10 Business days) of receipt of shipment for a full refund on the cost of goods (excluding shipping charges), if returned intact. Similarly, all returns must be received by us within 15 business days to qualify for a refund. Please note that custom orders are excluded from this policy and cannot be returned, refunded, or exchanged.
3. All product returns require an authorization number. This R.A number must be clearly marked on the outside of the box. Boxes without this number may be refused at the cost of the shipper.
4. All products must be returned in saleable condition. If we do not receive the merchandise or if it is damaged, we will not issue a refund or credit.

All of our products go through intense quality testing before being released to our customers.

To request a return, contact us by emailing your order number and information regarding your return request to [returns@imaginationfab.com](mailto:returns@imaginationfab.com)