

RETURN POLICY

(as of December 2022)

Overview

In Cr8tive Boxes and Labels Corporation, we understand that there are instances when a client may receive a poor output from us, resulting to them possibly wanting a return/refund/replacement. With that in mind, we created this return policy. The purpose of this return policy is to inform our clients of the procedures they must do if they want a return/refund/replacement; and what will make them qualify and disqualify for it.

E-COMMERCE RETURN POLICY

Received a defective order?

Please send us an email at info@cr8tiveboxeslabels.com and describe us the defective items in detail. Alternatively, you may also reach us out at our contact form through [this link](#).

Kindly take note that if your request for return/replacement has been approved, any shipping incurred to return the item will be shouldered by the buyer.

The conditions that qualify you for a return/replacement are as follows:

1. The product is purchased within the last 30 days (including the weekends and the holidays).
2. When returning/replacing, the defective order is accompanied by its original receipt.
3. The packaging of the products is in their original and untampered condition.
4. The products are unused and undamaged.

The conditions that disqualify for a return/replacement are as follows:

1. Products purchased after 30 days from the purchase date.
2. Products that are damaged during shipping.

3. Products on sale.
4. Products that appear to be tampered, manipulated or damaged.

CUSTOM PRINTING RETURN POLICY

General Guidelines

Full refund. On your end, you paid us, in partial or in full, in order to confirm your order, but for any reason, decided to cancel it. On our end, we have not started on printing your packaging requirement.

Partial refund. On your end, you paid us, in partial or in full, in order to confirm your order, but for any reason, decided to cancel it. On our end, we have started some parts of our printing process, such as proofing.

No refund. We do not give any refunds to you when we have completely fulfilled our printing process, from the first step to the last step.

Received poor printed output from us?

Please send us an email at info@cr8tiveboxeslabels.com and describe us the quality of the printed output to us in detail. Alternatively, you may also reach us out at our contact form through [this link](#).

The process of replacing defective goods is subject to our approval. We reserve the right to approve or disapprove these requests at our discretion.

If the request has been approved, we will replace your items free of charge.

The conditions that qualify you for reprint are as follows:

1. The request for reprint was done on or before 30 days after all of the goods have been delivered.
2. The reason of the defective print output was caused by our print performance.
3. The defective print output is accompanied by its original receipt.

The conditions that disqualify you for reprint are as follows:

1. The request for reprint was done after 30 days from the delivery date.
2. The cause of the defective goods was because of an error caused by the client, such as wrong measurements given, wrong layout provided, etc.