

## Roxel3D Return Policy

Situations change, decisions revisited, things don't go as planned... chaos. Got it. We understand. Whatever the case we want our customers to be completely satisfied with our products. We work too hard making them the best to accept anything less. If a return must be made, we will do our best to make it easy and pleasant. And to help us keep things straight please observe the following:

We offer a 30-day return policy on unopened and undamaged items.

All returns must be authorized prior to shipping back please the document by email: [support@roxel3d.com](mailto:support@roxel3d.com)

To authorize a return, the original invoice or receipt is needed.

All items must be received back to Roxel3D in their original packaging.

A copy of the authorization and original invoice or receipt must accompany the shipment.

Upon receiving the returned item, we will inspect the items and contact the customer.

As return shipping is beyond our control, we cannot accept responsibility for that cost, and cannot refund it. It is our suggestion however that a service with a tracking number and insurance be used on orders over \$50.00USD.