

## BOXABL Merchandise Return Process

Thank you for your patronage of BOXABL. Ensuring your satisfaction with our merchandise is our utmost priority. We understand that circumstances may arise necessitating returns or exchanges. Please familiarize yourself with our return process delineated below:

### 1. Initiation of Return/Exchange:

- Customers are required to notify the BOXABL customer support team via email at [hello@BOXABL.com](mailto:hello@BOXABL.com) regarding any requests for return, exchange, or claims of damage within 7 days of the receipt of the product.
- Submission of a [Return Merchandise Authorization Form](#), is mandatory to initiate the return process.

### 2. Submission of RMA Form:

- Customers must duly complete and submit the [Return Merchandise Authorization Form](#), to our customer support team, furnishing essential details including the order number, item description, and reason for return or exchange.
- Upon approval of the return request, customers shall receive a [Return Merchandise Authorization number](#) and return instructions via email.

### 3. Confirmation Email:

- Upon receipt and approval of the [Return Merchandise Authorization Form](#), our customer support team will contact the customer via email, providing detailed return instructions.

### 4. Return Shipment:

- Returns WILL NOT be accepted without a valid [Return Merchandise Authorization number](#) provided by our customer support team.
- The customer will be responsible for the return/shipment charges associated with exchanges/return
- The customer must ensure that the merchandise is securely packaged for return.

**The Designated Return Address is:**

<b>PRINTFUL</b>
<b>11201 ED BROWN RD.</b>
<b>CHARLOTTE, NC 28273</b>

- Following the return of the merchandise, customers are required to inform us at [hello@BOXABL.com](mailto:hello@BOXABL.com) with the relevant tracking information.

#### **5. Damaged/Defective Items:**

- For damaged or defective items, the customer must report the issue within 7 days of receiving the product.
- Submit the [Return Merchandise Authorization Form](#), with detailed information about the problem.
- Once the Return Merchandise Authorization form is received, our customer support team will contact the customer via email with return instructions.

#### **6. Lost in Transit:**

- If the package is lost in transit, the customer must submit a claim within 7 days after the estimated delivery date.
- Contact [hello@BOXABL.com](mailto:hello@BOXABL.com) with your order information and delivery address details.