

PAPERTREYink



3517 CARDIFF AVENUE  
CINCINNATI, OH 45209

INK PAD RETURN POLICY & PROCEDURE

-Ink pads **MUST** be mailed back in order to receive a credit.

-We will credit you for the cost of shipping. You may choose the shipping method that works best for you, however please note that we will only credit you for a maximum of \$2. From previous experience, up to three ink pads can be sent within the Continental U.S. via standard U.S. Postal Service First Class Mail in a standard envelope for under \$2 since they are so lightweight.

-We encourage the use of standard paper envelopes for shipping (no padding needed) as we will not be providing extra reimbursement for specialty envelopes. Canadian & International customers will be handled on a case by case basis and should make attempts to use the most cost-effective form of shipping possible.

-This return form **MUST** be filled out completely and accompany any returned ink pads. Any ink pads that arrive without this form will most likely be subject to delays in processing.

-In addition to the cost of shipping the ink pad(s) back, we will also obviously be crediting you with the original cost of the items. The full amount (original retail price + shipping) of the credit will be calculated by customer service and processed as soon as possible.

-In order to provide you with the most accurate timetable and anticipating the possible response, please allow up to 6-12 weeks for the credit to appear in your account.

-Customer Service will **NOT** be sending email notices announcing the arrival of your returned pads **OR** the date that the credit has officially processed. The customer is responsible for checking either credit card statements or PayPal account information themselves to know when the credit has been applied.

NAME:

EMAIL ADDRESS:

ORDER # USED TO PURCHASE INK PADS (IF KNOWN):

If you have ordered from Papertrey within 30 days of the day you send your ink pads back, we will be able to automatically credit the form of payment you used to pay for your last purchase. If you did **NOT** make a purchase recently, please fill in the appropriate area below regarding either credit card or PayPal account information where we can apply your credit. Please note: we will **NOT** issue checks, electronic transfer of credits **ONLY**.

CREDIT CARD ACCOUNT NUMBER:

EXPIRATION:

PAYPAL EMAIL ADDRESS: