

CUSTOM CASES INC.

Return and Refund Policy

Custom Cases Inc. (the “SELLER”) acts as an agent on behalf of a number of case manufacturers. Accordingly any product return due to defect workmanship, premature breaking of a component of a purchased case, or, for any other reason, will be done so under the auspices of the Return Policy of the respective case manufacturer.

If you discover what you believe is a product defect for any product supplied by SELLER, please call 1-403-775-7420 to request a Return Material Authorization (RMA) within 14 business days of the receipt of the product. Rework or replacement is contingent upon SELLER’s inspection of returned item(s). Product must be returned to SELLER within 14 calendar days of the issuance of the RMA. All products must be packed in the original, unmarked packaging including any accessories, manuals, and documentation that shipped with the product. Any return of merchandise to SELLER is subject to a 20% restocking fee.

Shipping Returns

BUYER shall use a carrier that offers shipment tracking for all returns and either insure the shipped package for safe return to SELLER or declare the full value of the shipment so that BUYER is completely protected if the shipment is lost or damaged in transit. If BUYER chooses not to use a carrier that offers tracking or insure or declare the full value of the shipment, BUYER will be responsible for any loss or damage to the product during shipping.

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