

ERibbons Store Policy

ERibbons' main objective is to ensure complete customer satisfaction. We take great pride in the quality of our products and offer exceptional customer service to maintain a positive relationship with you, the customer. With the customizable nature of our product we are not able to accept returns. If you are not satisfied with your purchase due to a manufacturing defect we will gladly exchange or repair the item(s) you have purchased.

Guaranteed Shipping

All orders placed and paid for with UPS shipping selected before 2pm EST Monday thru Friday will be shipped out from our location the same day. This is with the exception of customized orders. All customized orders have a 5 to 10 business day processing time to ensure our product will meet your expectations and our high standards. Customized orders will be shipped immediately after processing.

Signature Required Service

Any orders placed through ERibbons that are higher than \$100.00 will require Signature Confirmation Service at delivery.

Warranty Shipping Responsibility

- Warranty shipping is only valid in the Contiguous United States
- For defective products, ERibbons will cover all shipping charges to and from the customer within 15 days of the delivery date.
- Defective items will be exchanged only with an identical item.
- After 15 days, ERibbons will not accept any item for exchange.
- If a product is returned for testing and is determined to be in perfect working condition by our technical support department, you will then be responsible for ALL shipping costs.
- We are not responsible for any package that is lost in transit while being returned to us.
- Please insure all packages being returned to minimize your liability if your package is lost or damaged.
- No Exceptions.

Exchanges

- After 15 days from the date of delivery, all sales are final.
- Exchanges will only be permitted if ERibbons is contacted within 15 days of the delivery date.

- Any package being exchanged must have an RMA number attached to it. RMA numbers can be obtained by contacting us directly through our customer support, and are only valid for 15 days from the issue date.
- When exchanging products, all merchandise must be in NEW condition with all of its original packaging, accessories, and instructions manuals. Missing accessories will result in a reduced credit amount by the actual replacement cost of those items.
- Customers are responsible for ALL shipping charges and/or price differences when exchanging an item.
- If you need to exchange a holiday gift, you must contact ERibbons before January 15th. Holiday gift exchanges due to defect are only eligible for orders placed on November 14 through December 25. All returns or exchanges must be in BRAND NEW condition and in the ORIGINAL packaging.

Returns

We do not accept items for return. If you are experiencing any defective issues with your product please see the Exchange policy and contact our customer service so that we may further assist you.

Shipping Error

- If you received the wrong merchandise, please contact us within 15 days and we will send you a return postage label.
- Once the merchandise is received back at our location, we will ship out the correct merchandise.
- All shipping mistakes, incorrect products, or quantities will be shipped out via the same method your original order was shipped.
- Shipping can be upgraded at your expense.

Damaged Packages

- If you receive your package and the product is damaged, immediately contact ERibbons Customer Support. Once the damaged package is reported, you must keep all contents and original packaging for 7 business days.

Duplicate Orders

- If the customer accidentally places a duplicate order and it has not been shipped, you will receive a full refund.
- In the event the customer places a duplicate order and the items are shipped, the customer is responsible for returning the duplicate item/items, at which point, the customer will be issued a full refund on the items, less any shipping paid by the customer when the order was placed.

Order Cancellation

- If any order needs to be cancelled, you must call us immediately.
- You can only cancel your order prior to it leaving the warehouse.
- If the order is shipped out prior to us being notified the sale is final.
- We are not responsible for email cancellation requests that are received after your order has been shipped.
- The only acceptable cancellation method is to call and notify us immediately. All Cancellations are subject to a 5% cancellation fee. This 5% fee covers all credit card related expenses for the cancelled order.

Changing Your Order

- We do not accept order changes once your order is placed.

Refused Packages

- If you “refuse” a package from our company, you are responsible for any and all charges that are incurred for the shipping.
- There will be NO refunds issued for “refused” packages.
- International customers are responsible for all shipping charges, as well as all incurred brokerage fees.
- If you would like to have your order reshipped, you must pay for all shipping changes again along with any return postage cost.

Alternative Shipping Address

- If you wish to have your package shipped to an alternative address you must still provide the correct billing address in the billing address section of check out. Orders will only ship to an alternative address located in the same state as the billing address.

International Customers

- International customers are responsible for any and all customs, brokerage, and import duty fees that are incurred with international orders.
- These fees are applied and determined by the shipping carrier based on the country the product is being delivered to.
- ERibbons is not responsible for these charges and we do not have any further information regarding them.
- Please do not confuse these charges as additional shipping fees. If you have questions regarding this issue, please contact your local customs office prior to purchasing for more information on any fees you may be assessed.