

## **Aleph Objects, Inc. Return Policy**

1. **Returns.** The original purchaser (“You”) of a product from Aleph Objects, Inc. (“AOI”) may return most new products within thirty (30) days of purchase, unless noted in the Return Policy Exceptions listed in Section 4 below.

2. **Return Merchandise Authorization Process.**

2.1 A Return Merchandise Authorization (“RMA”) number must be obtained from AOI before you can return any product to AOI. Any request for issuance of an RMA must be made within thirty (30) days of purchase. The RMA number must be included on the outside packaging of the returned product. To obtain an RMA number, or if you have questions as to this Return Policy, please contact AOI by mail, email, or telephone as follows:

Aleph Objects, Inc.  
Customer Service Department  
626 W. 66th Street  
Loveland, CO 80538  
Telephone: +1-970-377-1111  
Email: support@alephobjects.com

2.2 Customer is responsible for all shipping charges for RMAs to AOI. AOI recommends that you ship your package with a carrier that can provide tracking and insurance. AOI is not responsible for packages lost or damaged in transit.

3. **Refund.** Refunds will be issued to the original form of payment (e.g. credit card, Pay Pal, etc.). AOI will refund the original purchase price of products and related sales taxes, less the original shipping charges, if any, and less a restocking fee equal to five percent (5%) of the original purchase price for 3D Printers and equal to fifteen percent (15%) of the original purchase price for all other products.

4. **Return Policy Exceptions.** Returned products must be in the same condition as you received them. You must have a proof of purchase for all returns. Filament must be sealed, and PET sheets, PET tape and other consumable items must be unused. Returned, unsealed filament will only be accepted if the filament is found by AOI to be defective, and shall be treated as a limited warranty item (please see AOI’s limited warranty). AOI will not accept for return any products you purchased from a Reseller, unless otherwise agreed by AOI. If you return products that do not meet the conditions of this Return Policy, the products will be sent back to you at your expense, payment for which may be required by AOI in advance of shipping.

5. **Not a Warranty.** THIS RETURN POLICY IS NOT A WARRANTY. Please see AOI’s limited warranty for the return of defective products.