

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

1. **Returns.** The original purchaser (“Customer”) 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 Customer can return any product to AOI. Any request for issuance of an RMA must be made within thirty (30) days of purchase. RMA product shipments cannot not be combined or co-mingled with other shipments, only the product being returned should be included in the packaging. The RMA number must be included on the outside packaging of the returned product. To obtain an RMA number, or to ask questions about this Return Policy, contact AOI by mail, email, or telephone as follows:

Aleph Objects, Inc.  
Technical Support Department  
626 West 66th Street  
Loveland, Colorado 80538 USA  
Telephone: +1-970-377-1111  
Email: support@alephobjects.com

2.2 Customer is responsible for all shipping charges for RMAs to AOI and AOI is responsible for all shipping charges to return the product or its replacement to the Customer, if necessary, unless stated otherwise in this Return Policy. AOI recommends shipping packages 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, PayPal). 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 Customer received them. Customer must have a proof of purchase for all returns. Filament must be sealed, PEI, 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 Customer purchased from a Reseller, unless otherwise agreed by AOI. Returns of all products purchased from AOI authorized resellers must be processed through such reseller and not directly through AOI. If a Customer returns products that do not meet the conditions of this Return Policy, the products will be sent back to the Customer at the Customer’s 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.