

## ACME Shipping Supplies - Return Policy for Custom Products

**Last Updated:** 2023-11-15

Thank you for shopping at ACME Shipping Supplies. We appreciate your business and want to ensure your satisfaction with our products. Please review our return policy below.

### Other Products

We accept returns made within 30 days of purchase date, with the following conditions and fees:

- **Returns within 24 Hours (No Charge):** You may return non-customized products within 24 hours after the purchase date without incurring any charges. This policy is designed to accommodate any immediate changes or cancellations you may need.
- **Returns within 30 Days (25% Restocking Fee):** For returns made between 24 hours and 30 days after the purchase date, a 25% restocking fee will be applied. This fee helps cover the costs associated with processing and restocking returned items.

**Returns After 30 Days (Not Accepted):** Unfortunately, we are unable to accept returns for products after 30 days from the purchase date. Please inspect your items promptly upon receipt to ensure any necessary returns are initiated within the specified time frame.

### IMPORTANT:

**No Returns or Refunds on Custom Orders:** Unfortunately, we are unable to accept returns or offer refunds on custom orders. Once a custom order is placed, it is considered final. Please ensure all details are accurate before confirming your custom order.

### Return Process

**Contact Customer Service:** If you need to initiate a return, please contact our customer service team within the applicable time frame.

**Provide Order Details:** Have your order number and product details ready for reference.

**Return Authorization:** Once authorized, we will provide instructions on how to proceed with the return.

**Package Items Securely:** Ensure the items are securely packaged to prevent damage during transit.

**Send Returns:** Ship the return items to the provided address within the specified time frame.

**Refund Process**

**Processing Time:** Please allow 2-3 business days for the processing of your return and refund once the returned items are received.

**Contact Us**

If you have any questions or concerns regarding our return policy, please contact our customer service team at [sales@acmeshippingsupplies.com](mailto:sales@acmeshippingsupplies.com) or 604-572-5793.

**Note:** This return policy is subject to change without notice. Please check our website for the most up-to-date information.

Thank you for choosing ACME Shipping Supplies for your shipping supply needs!