






Returns, Repairs, and Shortages Policy


 **Returns:** Pazzles® offers a 15 day money back return policy on all cutters. This policy is effective for all cutters purchased directly from Pazzles®, if you have purchased your Creative Cutter® from another company please refer to that company for their return policy. If you are unhappy with your machine, Pazzles® strongly encourages you to call us. Many issues are minor and can be resolved quickly. If you still wish to return your machine within the first 15 days, you may contact Pazzles® to acquire a Return Material Authorization (RMA) Number and return it for a full refund less shipping fees. In order to receive a full refund, all of the following conditions must apply: any and all items originally included with your Creative Cutter® must be returned, you must have received your RMA number from Pazzles® on or before the 15th day starting from the day you machine shipped, and your machine and ancillary items must not be damaged or worn beyond wear that is reasonable for 15 days of use. Items that do not meet all of these conditions may incur additional fees. You will not be refunded for shipping costs to return your machine. Pazzles® is not responsible for machines that are lost or damaged in return shipment. Please review proper packaging instructions under "Return Packaging" to prevent damage to your package. No returns will be accepted without a valid RMA number, please write your RMA number clearly in large print on the outside of your package.

While we are always happy to replace any damaged or defective ancillary items you receive, we do not offer refunds on ancillary items at this time unless they are returned in conjunction with a returned Creative Cutter® within the 15 day period specified above.

 **Repairs and Warranty:** Each Creative Cutter® is tested prior to shipping and comes with a 1 year warranty on parts and labor. If you use your machine for purposes other than it was intended - including use of the Creative Cutter Mini® for production of store product - your warranty is void. If you find that your cutter is malfunctioning and you are still under warranty, notify Pazzles® immediately. If the malfunction cannot be resolved over the phone, Pazzles® will issue you an RMA number and a call tag to our shipper to retrieve the malfunctioning machine. We will send you a replacement machine at our expense. You must write your RMA number clearly in large print on the outside of your package. You do not need a shipping label for your package; our shipper will provide it for you. Please review proper packaging instructions under "Return Packaging".

Machines that are no longer under warranty may be shipped back for repairs at your cost. Please contact Pazzles® to make arrangements prior to shipping your machine.

 **Shortages and Damages:** Check your order carefully upon receipt. Report any shortages or damaged items within ten working days. Missing or damaged items not reported within this period will not be replaced. Damage to your shipment must be reported immediately to Pazzles® and we will initiate a damage report with our shipper. You must retain all packaging until our shipper inspects it. Missing and damaged items reported within ten working days will be replaced at Pazzles® expense.

 **Return Packaging:** In the event that your cutter must be returned, your cutter must be in its original packaging. If you no longer have your original packaging, you must package your machine in substantial packaging with a minimum of three inches of padding material surrounding your machine. Improper packaging may cause extensive damage to your machine; you are liable for any costs that may be required to repair your machine if it is damaged in shipment due to poor packaging. If you are returning your machine for repairs or replacement, please include only the machine, blade holder and inserted blade, power cord, and usb cord. If you are returning for a refund, you must include all items that were included with your original package. All returned machines must have your RMA number written clearly in large print on the outside of your package. No machine will be accepted without a valid RMA number.