

## RETURNS

### RETURN POLICY

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**ORDERS CAN BE RETURNED  
WITHIN 30 DAYS**

### SHIP RETURNS TO

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**SHIPBOB, INC. [ATTN: RETURNS]  
2201 GREEN LN  
UNIT 3 DOOR 1  
LEVITTOWN, PA, 19057**

**WILL NOT BE ACCEPTED FOR RETURN/REFUND**

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**DAMAGED ITEMS  
CUSTOM FINISHES**

### RETURN INSTRUCTIONS

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Items must be returned in their complete original packaging  
Insert the completed return form (included with your shipment) and your original invoice inside the package  
Prior return approval is required for all returns  
Full kits must be returned if the items were purchased as part of a kit

### SHIPPING INSTRUCTIONS

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Drop off your package at the post office  
Retain a copy of your drop-off receipt for your records  
Please ensure that all packages are clearly marked with "PRODUCT RETURNING"  
If required, import values should be declared at \$2.00 per component to avoid customs fees  
Returns incurring customs fees will be refused and sent back to the sender

### REFUND

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We charge a restocking fee of 15% for undamaged and unopened items.  
Opened but undamaged items in original packaging will be refunded at 50% of the purchase price.  
\*Damaged items will not be accepted for return or refund

### WHEN DO YOU GET YOUR REFUND?

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After receipt and inspection of the returned items, will be reimbursed to the customer within a period of 60 days

### HOW ARE REFUNDS PROVIDED?

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The funds will be returned to whatever payment method that the payer initially used to make the payment  
An automatic confirmation will be sent once the refund has been issued

### RETURN COST

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The customer is responsible for return shipping costs

We appreciate your cooperation and understanding of our refund policy. Our goal is to make your experience with Prado America LLC as pleasant and hassle-free as possible. If you have any questions or need further assistance, please do not hesitate to contact our customer service via [support@prado.com](mailto:support@prado.com).

RETURNS

COMPLETE THIS RETURN FORM

CUSTOMER INFORMATION

Invoice number (f.ex. INV-23000)

Phone number

Date of return

RETURN REASON

- 1 Arrived damaged
- 2 Missing parts
- 3 Ordered by mistake
- 4 Defective product
- 5 Other (please specify)

SKU	QTY	RETURN REASON	CONDITION OF PACKAGE
(f.ex. 9000-0001)	(f.ex. 8)	(f.ex. 1)	(f.ex. 1)

CONDITION OF PACKAGE

- 1 open
- 2 unopened
- 3 damaged
- 4 undamaged

## SUBMIT & SEND YOUR RETURN GOODS BACK TO PRADO

PRINT

SECURELY ATTACH RETURN LABEL  
TO YOUR PACKAGE

SENDER

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