

KOROGRAPHICS RETURN POLICY:

If you are not satisfied with your purchase for any reason, you may return it for a refund, replacement or credit (shipping costs not included) within the first 30 days from invoice. Please keep all original packaging, as items not in their original packaging are not returnable. Returns are not accepted for partially used rolls. To return an item, contact us by email: Korographics@rjfn.net. Include the following information:

1. Your order number and Korographics order reference/invoice number
2. The item number of the products you wish to return, as well as the shade lot and master roll number.
3. How many of each product you wish to return.
4. The reason for the return. Is the item defective or damaged? Was the wrong item shipped? Did you over order? Did you simply change your mind?
 1. If Defective, arrange for provision of printed and unprinted samples for testing.
 - a. Keep all material until instructed by returns department.
 - b. Supply the following information: Type of defect, printer model, ink type
5. The condition of the item: opened or unopened

We will reply by email with a return authorization number and shipping instructions for your return. We suggest shipping with a carrier that provides proof of delivery as items lost or damaged in transit cannot be credited. UPS and Fedex automatically provide this.

No returns of any kind can be accepted without a return authorization number. Once our warehouse has processed your return, a credit/refund will be issued. Please allow up to 3 weeks for the processing of returned merchandise. Korographics pays return shipping only for items shipped to you in error or received damaged or defective. Any claims for damage and/or shortages must be made within 7 days of the date of invoice.

Korographics refunds and credits are limited to the costs of materials sold and related shipping costs when applicable. Korographics will not be responsible for any other incidental or consequential damages, including but not limited to claims for lost time, used ink, labor costs, and/or installation costs incurred as a result of defective material.