

Return Policy

Returns are available for an error in the production of your printed items or defective item(s) received only. Replacement and refund is at our discretion. Should you receive a **damaged or defective product** from TEF Inc, you may return it within 30 days of the delivery date. We will replace, refund, or issue store credit to you for the damaged or defective item.

How To Return

You should expect to receive your refund within three weeks of giving your package to the return shipper, however, in many cases, you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

If your order is defective or incorrect. You have 30 days upon receipt in which to contact us regarding a return. Please contact us for an RMA Number. No returns will be accepted without an RMA Number. All merchandise returned must include the original package containing the merchandise received.

Additionally, we do ask that the return shipment is sent in the same shipping package and includes the same packaging materials as was previously used for shipping the merchandise. All returns must be received in the same condition as when shipped to be eligible for consideration. We may require proof of handling (third party installation) as some methods may not be recommended by TEF Inc. This could lead to failure in prints, and photo documentation to prove defective material. Some installation environments may be prone to vandalization that we are not responsible. This is why photo documentation will need to be provided.

Test Before Ordering

We recommend requesting a **Free Sample Pack** of our decals to test compatibility of our adhesives on your surfaces. Failure to test could lead to print failure and not sticking. An adhesive not sticking to a particular surface is not considered *defective*. Defective is if an error were to take place in the printing, cutting, or laminating process. You may also contact us regarding your order by **logging into your account** , and Contacting us. Select the order that you are attempting to refund and submit your request. We'll notify you via e-mail of your refund once we've received and processed the returned item. Thank you again for allowing TEF inc to serve you. Please feel free to **contact us** should you have any questions.

Cancellation Policy

An order may not be canceled once it is "In Production". If the order is still in the preflight, orders can be cancelled with no fees. If it has reached the proofing, graphic design, file setup stage, it may be canceled and subject to a \$10 Fee.

COVID-19 & SHIPPING TEF Inc will ship all orders as normal until we hear any new updates. We are taking all precautions in our facility to provide a clean work environment. We will continue to watch the situation closely and adjust our internal policies to respond accordingly.

When placing orders please input a shipping address that will be open for delivery during this time. A residential address is recommended if your business hours are fluctuating due to this situation. We are not responsible for missed deadlines due to returned undeliverable packages.