

## Return and Refund Policy

Enactment date: 27/08/2020.

**Updated: 05/02/2021**

Thank you for shopping at '3BA Printing.' If, for any reason, you are not completely satisfied with a purchase, we invite you to review our policy on refunds and returns. The following terms are applicable for any products that you purchased with us.

You are entitled to cancel your order within 5 days **with a valid reason**. The deadline for cancelling an order is 5 days from the date on which the order was placed. However, if you confirmed the order and the order has already been produced, you can no longer cancel.

In order to exercise your right of cancellation, you must inform us of your decision by means of a clear statement. You can inform us of your decision by email at [3baprinting@gmail.com](mailto:3baprinting@gmail.com), or by calling: (778) 953-6129. We will reimburse you no later than 14 days from the day on which we receive the returned product(s). Refunds are only reimbursed through online payment systems i.e Paypal, Interac e-Transfer. Unfortunately, goods on sale cannot be refunded, unless defective due to our mistake. If you provide us with the wrong file and we print it, a refund cannot be issued.

### Returning Products

You are responsible for the cost and risk of returning the product(s). You should send the goods at the following address: 1981 Parkway Boulevard, British Columbia, V3E3J8, Canada. We cannot be held responsible for products that are damaged or lost in return shipment. Therefore, we recommend an insured and trackable mail service. You can also come to our office; however please notify us by phone or email prior to arriving. We are unable to issue a refund without actual receipt (or order number) of the goods or proof of received return delivery. If the goods were marked as a gift when purchased and then shipped directly to you, you will receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to you. If the goods weren't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give it to, we will send the refund to the gift giver.

Contact us if you have any questions about our 'Returns and Refunds Policy,' please contact us. You can email us at: [3baprinting@gmail.com](mailto:3baprinting@gmail.com), or call us by phone number: (778) 953-6129.