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RETURN & REFUND POLICY

Thank you for shopping at FABberz. If you are not entirely satisfied with your purchase, we are here to help

RETURNS

Materials - You have 30 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it, your item must be in the original packaging and your item needs to have the receipt or proof of purchase

FABpasses - You have 30 calendar days to return your FABpass from the date you bought it. To be eligible for a return, your FABpass must be unused.

REFUNDS

Materials - Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policy.

Laser Cut Services - If there is a problem with your laser cut service, you have 7 calendar days to notify FABberz by email. The damaged laser cut pieces will need to be unused, and will need to be inspected by a FABberz's member team. If your return is approved, we will recut your pieces again for you, and we will refund the minutes used to your FABpass account. If the material used is from FABberz, this will be provided by FABberz. If the material was provided by the client, they will need to supply it again for re-cutting purposes. FABberz will not be responsible to pay for that material.

SHIPPING

You will be responsible for paying for your own shipping cost for your returning item(s). Shipping costs are non refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

CONTACT US

If you have any question on how to return your item to us, please do not hesitate to contact us, and we will help you with it.