

# Refund policy

## Overview

1. Return must be shipped within a maximum of 14 days of receiving the package.
2. The returned product can not be damaged, stained or washed. It must include all tags and be sent back in its original packaging.
3. The cost of shipping the returned product is paid by the customer.
4. The amount of the refund is the equivalent of the returned product - shipping costs are not refunded.
5. Please attach the printed form to the returned order, which can be found on the last page.

## Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If your return is accepted, the payment will be returned to the bank account from which it was processed up to 14 days. If there are problems with payment processing – we will contact you.

### Late or missing refunds

1. If you haven't received a refund yet, first check your bank account again.
2. Contact your credit card company, it may take some time before your refund is officially posted.
3. Contact your bank. There is often some processing time before a refund is posted.
4. If you've done all of this and you still have not received your refund yet, please contact us at **contact@cubbystores.com**

## **Exchanges**

If the product arrived to you damaged - we will replace it immediately. Please contact us at: **contact@cubbystores.com**

After contacting us, we will send you a return shipping label.

If you want to exchange the product for another size, please contact us at: **contact@cubbystores.com** - we will let you know if another size is available.

We only replace items if they are not damaged, stained or washed.

After confirming availability, send your product to:

### **CUBBY**

**al. Armii Krajowej 4A / 108**

**35-307 Rzeszów POLAND**

**or to Paczkomat RZE23A**

**+48 572 284 761**

**contact@cubbystores.com.**

The cost of shipping the returned product is paid by the customer.

## **Shipping returns**

To return your product, you should send your product to:

### **CUBBY**

**al. Armii Krajowej 4A / 108**

**35-307 Rzeszów POLAND**

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**contact@cubbystores.com.**

Don't forget to add information about your **order number** to the package.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

## **Need help?**

Contact us at **contact@cubbystores.com** for questions related to refunds & returns.

# RETURN FORM

We allow 14 calendar days for the return of the product from the date of its receipt. In order for the return to be processed, please fill out this form and send it along with the product to one of the addresses listed below:

Shipping address:

CUBBY Maciej Kraus  
al. Armii Krajowej 4A/108 , 35-307 Rzeszów  
Phone: 572 284 761  
E-mail: [contact@cubbystores.com](mailto:contact@cubbystores.com)

You can also send the package to the parcel locker RZE23A.

The cost of returning the order is covered by the customer.

The product must be in an undamaged condition, show no signs of use, and have the original tags. The refund will be processed within 14 days from receiving the package.

Order number: .....  
Order date: .....  
Name and surname: .....  
E-mail: .....

Product Name	Quantity

Reason for return:

.....  
.....  
.....

Bank account number for the refund:

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