

# Customer Service Policy

## WARRANTY, RETURNS, AND REPLACEMENTS

We will provide parts or service on items that prove to be defective from the time of manufacture, and we will work with you to get your product running again. 3DPandoras accepts returns on a very limited basis: for any electronic items, returns are only accepted on devices within 30 calendar days from the date of delivery, subject to a 15% restocking fee. For non-electronic items, 3DPandoras accepts returns only on unopened items within 30 calendar days from the date of delivery.

## SPECIAL ORDERING REQUIREMENTS

If you are unable to place an order directly on the webstore, need to use a purchase order, or have any other needs, please contact with us so we can help you.

## ORDER CHANGES AND CANCELLATIONS

Contact us as soon as possible if you need to change or cancel your order. Smaller orders will often be shipped in sixty days, so it may not be possible for us to change them. Items with longer lead time can often be edited if necessary; please try to ensure your order is as accurate as possible when submitting it.

## SALES TAX

Most orders shipped within the USA will include a state sales tax on your order, unless you provide us with proof of tax-exempt status.

## SHIPPING INFORMATION

Please see our shipping page for complete details.