



Your satisfaction is our top objective at Kraftwurx. Unfortunately, due to the nature of custom products, we have special restrictions on returns*

*Certain Kraftwurx products are subject to special return restrictions. See below for details.

Return Policy - Restrictions

The Kraftwurx return policy will not be modified for any reason

Kraftwurx produces only custom products. Due to the personalized nature of our products, once you accept a product and make payment, you cannot cancel your order.

Returning Damaged / Defective Items

In cases of damage or defect, please alert us by providing the shipping date, the tracking number and photographs of the product. Kraftwurx may (at our discretion) allow you to return your custom product and have it re-made however; this is on a case-by-case basis.

Who covers the return shipping cost?

You are responsible for packaging and shipping anything for return. We prefer any returns in the original packaging.

Under no circumstance does Kraftwurx reimburse (or provide credit) for return shipping costs incurred by the customer. If a product is damaged or defective, the recipient must make arrangements with Kraftwurx (on a case-by-case basis) as to how the return should be handled prior to placing the items back in transit to Kraftwurx.

How the return process works

1. Authorized returns will receive an RMA number.
2. The RMA number must be printed and legible on the outside of the package to ensure proper routing upon receipt
3. Ship the package to:

**Kraftwurx
Returns Department
16125 Cypress Rosehill Road
Cypress, TX 77429-1429**

You will be notified when your return is received at our facilities with an indication as to what will follow.