



RETURN POLICIES AND GUARANTEE

CONDITIONS

Boudreault Packaging accepts returns if the products are returned within (30) days, following the invoice date and in accordance with the following rules : 1) as mentioned, returns should be returned to the store within (30) days, following the purchase date with a copy of the receipt; 2) the product should be intact, meaning that it shouldn't have been used or showing any sign of dirt; 3) the product should be returned in its intact original packaging; 4) An original receipt should be presented to the clerk as a proof of purchase with the date, the item number and the price paid in order to return the item; 5) Picking up returns at your location are only allowed when an order has been placed, following a discussion with the customer service clerk or your sales representative 6) A minimum delay of 2 to 7 business days should be allowed for your return to be processed.

In-Store Purchases : For in store purchases, you can return your merchandise in the (30) days following your purchasing date, in accordance with the above conditions. Please note that, for products bought in store, only in store returns are accepted. (No mail or transport returns will be accepted).

Refund Terms : Twenty percent restocking fees (20%) of the refund amount could be claimed, depending on the return request.

Freight Charge : In case of an exchange or return, freight charges are non-refundable, since they cannot be returned.

Exclusions : Boudreault Packaging excludes certain products from its return policy: excluded products cannot be returned and refunded, nor exchanged.

1. **No COVID-19 related products** can be returned (surface disinfectants, hand sanitizer, Hands soap, dispenser for soap and sanitizer, gloves, face shields and masks, protection accessories and clothing, bottles and sprays, hands washing stations, protective screens, Covid-19 stickers and signs)
2. Special orders ordered for you.
3. Personalized or printed products.
4. Products on sale or final sale.

GUARANTEE

In the event of a defective product, the manufacturer's warranty applies.