



RETURN POLICY

IdeaPaint will accept returns on unopened product within 30 days of customer receiving order for a full refund of the product cost. *If the return is the result of an error on our part, we will pay for the product to be returned to us.*

E-mail our customer service department at helpme@ideapaint.com to begin processing your return or exchange with the following information:

- Order #/Cash Sale #
- Reason for return
- Contact phone number *and e-mail address*

IdeaPaint will issue a return authorization form to be filled out and sent back to helpme@ideapaint.com; a notification that we have received this form will be issued that contains return authorization #.

All product should be returned in its original shipping packaging if possible. Please be sure your *return authorization #* is *included* on the return label for fast processing.

For your security, return the product using ground service with an insured courier and retain your receipt. IdeaPaint is not responsible for items damaged or lost in transit.

The return shipping address is:

IdeaPaint (your ORDER #)
290 Eliot Street
2nd Floor
Ashland, MA. 01721

Within one week of receiving authorized returned product, IdeaPaint will process a refund in the same manner in which it was originally paid for, if possible.