Return Policy and Instructions

Thank you for shopping with iCopic.com. For any questions, comments, or concerns please feel free to contact us 714.249.1222!

Return Policy

★ Returns/exchanges are ONLY accepted within 14 days after you have received the products.

★ You may not return or exchange: Single Markers, Open Books or DVDS.

★ Shipping and handling on returned merchandise is nonrefundable (unless the product is damaged or the wrong item was shipped). If you have received a damaged product or the wrong product please call us so we can resolve any issues as soon as possible.

★ All merchandise must be returned unused, unopened, and with original sealed/box.

Returns

In order to make a return, please refer to our Return Policy above to ensure that your return meets the criteria stated. Next, complete the Return Form on this page and after filling out this form please pack up your items for shipment. Please remember that you will be responsible for the shipping cost and it is highly recommend that you send your package with insurance. That way you will be protected from loss during shipping.

Once your return is processed your credit card will be refunded for the amount of your purchase minus the shipping charges incurred and a 10% restocking fee. Please allow 2-5 business days from the date we receive your package at our warehouse for your account to be credited and 1-2 billing cycles for your credit card refund to appear on your account. By shopping with us you have agreed to the return/exchange policies stated above.

Exchanges

You may exchange an item for another product. To ensure that your item is not sold out, please email orders@icopic.com to hold your item(s). Complete the form on this page. Indicate items returning in Box 1. List the items you want in exchange in Box 3.

Return Address:

iCopic
Return/Exchange Processing
17165 Newhope St. Ste. F
Fountain Valley, CA 92708

Questions?

Please contact us if you have any questions or comments about your order.

orders@iCopic.com

CUT HERE

Complete form below. Include with your return or exchange.

Name _____ Order Number _____

Email Address _____ Daytime Phone Number _____

1. List items you wish to return: Please attach additional sheets if necessary

Item Name	QTY.	Return Code	Size	Price

Return Codes *To help us serve you better, please indicate the reason for your return or exchange.*

*1. Arrived Damage 2. Wrong Item Ordered 3. Other (please explain in additional comments)**

2. How would you like to be refunded if not exchanging?

☐ Online Credit ☐ Original Payment Method

3. Exchanging? Please list desired items below:

Item Name	QTY.	Size	Price

4. Select payment method if exchange amount exceeds return:

☐ Master Card
☐ Visa

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐
Credit Card Number

☐☐/☐☐ _____
Expiration Date Signature

☐☐☐
Card Verification Number

***Additional Comments?** _____