

## Return, Refund, Delivery Policy

1-2 Trim wants all of our customers to be 100% satisfied with our products. We offer a straightforward, easy return policy. If our trimming system doesn't work for you for any reason, you can return it within 30 days for a full refund. We ask that you send in your shipping receipt, include any packaging if possible, and box the item as carefully as possible.

If your item doesn't work or got damaged prematurely, 1-2 Trim can send you a new product free of charge. Please send us the damaged item and describe what happened, whether the item never worked or broke while you were using it. Your replacement product will be shipped as soon as we receive the broken item and should arrive within 3-5 days. Our staff can inform you via phone or email when we receive your broken item and confirm shipping of your replacement.

Delivery is usually within 7-10 business days of receiving your order. You will receive a confirmation email when your order ships and it will include a tracking number. If you do not receive your item, you can contact the post office for the estimated delivery time or reach out to 1-2 Trim to find out the status of your order. Rush delivery is available for additional shipping charges—please let us know if you require a rush on your products.

If your item arrives damaged or items are missing from your shipment, contact 1-2 Trim via phone or email and send it back to us in the same box. We will send you a replacement as soon as possible or offer you a full refund.

Quality products and personalized customer service is always our goal. We take pride in our products and are confident they will most often meet your needs. If you have any questions about returns, refunds, or deliveries, please feel free to contact us.