

Procedure for returning merchandise

Profecta Labels Inc. has an established procedure for the return of defective merchandise. This procedure is in place to accelerate the process in which a complaint will be treated and corrections or credits will be handled.

The following steps should be followed:

- Advise a customer service representative of the situation.
- A return authorisation number as well as transport instructions will be given to you.
- Identify all boxes being returned with authorization number.

*** Do not return any merchandise without an authorization number as this merchandise will be refused by our shipping department.