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Order Corrections

While we always strive for accuracy in our orders, mistakes do happen. Stampin' Up! is prepared to help you correct problems with orders that you receive. When you receive an order, carefully inspect each item to ensure that nothing is missing or damaged. Should a problem arise, please contact Customer Support.

Damaged Items

If the product is damaged, please let Customer Support know. The shipping company may request to inspect the packaging; Customer Support may need to inspect the damaged item. Customer Support will work with you to facilitate these inspections.

Defective Items

If an item is defective, please contact Customer Support immediately. We strive to provide the best, defect-free product possible. Despite these efforts you may encounter a product that fails to meet your or your customers' expectations. In some cases, a Stampin' Up! representative may need to inspect the item to better understand the type of defect. Customer Support will work with you to get the product returned for inspection.

Wrong, Missing or Extra Items

We understand how disappointing it is to receive the wrong item in your order. Assembling orders correctly the first time is our goal. If you find an item in your order that you did not request, or if an item that you ordered is missing, please contact Customer Support promptly. Before calling Customer Support, please check the following:

- Is the extra wrong item listed on the packing slip?
- Does the packing slip show the missing item on backorder (a "B" will be listed next to the product on the packing slip)?
- Is the missing item hidden in the packing materials?
- Is it possible that the hostess accidentally delivered the missing item to the wrong person?

Exchanges

Stampin' Up! wants you to be happy with all purchases. Although we do not offer refunds, we can assist you with exchanges.

Exchange Order Form

The Exchange Order Form can be used to exchange new, current-catalog merchandise or to return damaged or defective items or items received in error. The item must be undamaged, in original shipping condition, and be received at the Stampin' Up! offices within 90 days of the original shipping date. Send the exchange to Stampin' Up! at the address specified on the form.

Ensure that the Exchange Order Form is completely filled out, particularly the original order number or the original packing slip number, as requested at the top of the form. All exchanges not accompanied by this completed form will be returned. Please contact Customer Support in the event that you no longer have the original order number or packing slip number.

If you exchange an item for another item that costs more, you must remit the difference—including shipping and handling—before Stampin' Up! will process the exchange. Stampin' Up! will not refund the difference for exchanges of items that cost less.

My Digital Studio

Once opened, returns of My Digital Studio software will not be accepted. Printed product orders can be corrected in the case of damaged product, but cannot be returned.