

## Cap Enterprises Return Policy

Last Updated 7/17/2008

Cap Enterprises will refund your entire purchase price, not including shipping and handling\*, and may not include e-bay listing and FVF Fees, for all items returned within 3 Business Days, except for items with a shipping charge ending in "8" or items marked "Sales Final". If your payment was by Personal Check, your refund will be held for 21 days from acceptance of your personal check.

Items received after 3 Business Days will either be refused, or accepted with the following deductions \$0.30 E-Bay listing Fee{e-bay items only}, \$0.40+4.5% Pay Pal Fee (If Pay Pal was used), FVF (Final Value Fee {E-Bay Items Only}) and a 15% restocking fee.

Only Items in original shipping condition will be accepted for returns. Product packages must be un-open if the item was shipped unopen (Not Shipping Packages), Items damaged in transit must go through the carriers insurance (if purchased). Cap Enterprises ships all of our items in Bubble envelopes or Boxes with protective packaging, and we will not be responsible for items damaged in transit. If an item has been used, or if the items are broken, your package will be refused.

Rubix Cube Keychain Customers, if you receive a package and there is a problem with one or two of the keychains, please contact [customersupport@rubixcubekeychains.com](mailto:customersupport@rubixcubekeychains.com) and we will assist you.

\*- If an item was won on e-bay and was sold with Free Shipping, your refund will be given minus \$2.69 for the actual postage and supplies that we used to ship your item.

All returns can be sent to:

Cap Enterprises  
PO Box 1013  
Middletown, CT 06457-1013  
Attn: Returned Items

Questions can be directed to our Customer Service Center:

<http://capenterprises.net/CSC> or <http://rubixcubekeychains.com/CSC>  
Cap Enterprises Customer Service Center  
PO Box 1013 Middletown, CT 06457-1013  
[customerservice@capenterprises.net](mailto:customerservice@capenterprises.net) [customersupport@rubixcubekeychains.com](mailto:customersupport@rubixcubekeychains.com)  
(860) 632-7912 x11

Thank-You for shopping at Cap Enterprises & The Rubix Cube Keychain Store!

©2003-2009 Cap Enterprises PO Box 1013 Middletown, CT 06457-1013  
[customerservice@capenterprises.net](mailto:customerservice@capenterprises.net) (860) 632-7912 x 11

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Website Support, please contact [webmaster@capenterprises.net](mailto:webmaster@capenterprises.net)