



## **Shipping and Returns Policy**

### **1. Shipping**

(a) All orders placed with Kirbre Enterprises Inc. (“**Kirbre**”, “**us**”, “**we**”, “**our**”) are shipped from Canada. Our shipping charges are calculated based on the shipped product’s destination. Where possible, we ship orders within five (5) business days from the day the order was placed. Should any item be out of stock or if we anticipate a delay in shipping, we will inform you by email at our earliest opportunity. Orders for backordered items may be cancelled by you if we are not able to deliver the Kirbre product within 30 days from the expected delivery date provided to you at the time of your order (see Section 6 of the Terms and Conditions for details on limitations). We reserve the right, at our sole discretion, to restrict shipping to certified Paypal addresses and registered card holder’s billing address.

(b) All products purchased from Kirbre (“**Products**”) are delivered to you by a third party delivery company (“**Shipper**”), pursuant to a shipping contract. Once Products are delivered to the third party delivery company, title of the Products is passed on to the purchaser. You are the owner of the Products once the Products are delivered to the Shipper, and at that point you shall assume the risks of loss, theft or damage to the Products.

(c) Excepting refusals relating to cancellations as provided for in Section 6 of the Terms and Conditions, you will be liable for any risk of loss, theft or damage to shipped Products which you or your designate refused or failed to accept delivery, and not limiting any other rights or remedies Kirbre has, Kirbre:

- i. Will remain entitled to payment in full for Product shipped to the delivery address provided in your order, including any delivery fees incurred; and
- ii. May effect any required additional delivery, by any means and at its sole discretion, and you will be liable for all additional costs incurred as a result of such refusal or failure to accept delivery.

In the event the Kirbre is required to re-ship Products because of inaccurate shipping information provided by you, or if Products are returned to Kirbre because they were refused, you will be held liable for all additional shipping charges.

(d) Although we take all reasonable measures to ensure our shipped Products arrive within our stated estimated time frames, we are not responsible for any delays caused by the Shipper, customs processing, or unforeseen extraordinary events beyond our control such as epidemics or acts of God.

(e) If for any reason, you decide to ship Products to us (see Section 3, “Returns”, for further details), you assume all risk and liability for such Products damaged in transportation. Therefore, we highly recommend you keep all original shipping materials and use them in the event you need to ship back any Products. Additionally, we recommend that you use a secure shipping method, which is insured and requires a signature upon receipt. We accept no responsibility for items lost or stolen en route to us.

## **2. Damage or Missing Products**

All damages in shipping must be reported to Kirbre within 24 hours of receipt of your product at [info@onefinitycnc.com](mailto:info@onefinitycnc.com). Also, any missing items must also be reported to us within 48 hours of receipt. KIRBRE WILL NOT BE RESPONSIBLE IF KIRBRE PRODUCTS OR COMPONENT(S) ARE MISSING AND ARE NOT REPORTED WITHIN 48 HOURS OF DELIVERY.

## **3. Returns**

Prior to shipping any Products to us, you must first contact us. If a Onefinity CNC requires warranty repair (see Onefinity Limited Warranty Policy) you must contact us so that we may determine if shipping is required. If we conclude shipping is necessary we will provide you with a shipping label (see Onefinity Limited Warranty Policy for details). You are solely responsible for Products damaged during shipping, so please ensure you package the Products exactly as they were packaged when shipped to you, using the original shipping materials. If you are considering returning Products for a reason other than warranty repair, you must contact us prior to returning said Products to determine if return is approved. If the return is authorized, there will be a 20% restocking fee. The refund will be issued after the Product arrives at our facility in full working order free from obvious signs of wear or abuse. In the event you ship an item to Kirbre without first contacting us, you are solely responsible for any risk of damage or loss, and if it is applicable, the cost of its return shipping to you.