

WARRANTY, CARE, RETURNS AND REFUNDS

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Thank you for your purchase. Please check the contents immediately against the items on the packing slip and report any discrepancies in quantities or any damages that may have occurred in transit.

WARRANTY STATEMENT

U3I – Universal. Innovative. Intelligent, Inc. (U3I – Universal) is the owner and creator of the “My Favorite Things By K. Louise[™]” Travel Chest. U3I – Universal and our manufacturer offer a 10-day return policy on any travel chest that does not meet quality standards in the outside material, zipper, and foam insert. Warranty and product information is available on our website at www.myfavoritethings-u3i.com. You may also reach us by phone at 630-981-1931 or toll free at 855-456-3383 to speak with Customer Service Team member.

HOW TO CARE FOR YOUR TRAVEL CHEST

The following are instructions for the proper care of your Travel Chest:

- Outside chest can be wiped clean with a warm, damp cloth. Do not use bleach or other harsh chemicals. Do not put Travel Chest in a washer or dryer.
- Inside foam can be removed and rinsed with wet cloth. If foam is exposed to nail polish, polish remover, bleach or other harsh chemicals, it may discolor. Foam material can withstand water or other liquids, however, do not submerge for an extended amount of time. Do not put foam in a washer or dryer.
- After cleaning, allow both the travel chest and foam air dry separately.

EXCHANGE, RETURN & REFUND POLICY

Please read the following carefully regarding our exchange, return and refund policy.

Exchanges

For incorrect items or items received damaged or defective, a replacement will be sent immediately after return. Call us with your order number at 630-981-1931 or toll free at 855-456-3383 or visit our website at www.myfavoritethings-u3i.com to request a return label to be emailed to you.

Returns

1. U3I – Universal has a 10-day return policy from the date of receipt for products that arrive incorrect, damaged or defective.
2. For returns, have your order number available. This number is located on your receipt and packing slip. Call us at 630-981-1931 or toll free at 855-456-3383 or visit our website at www.myfavoritethings-u3i.com to request a return label to be emailed to you.
3. Place the item(s) in the original shipping box (or equivalent) and seal with tape.
4. Place the return label on the box and return the package via United Parcel Service (UPS).

Refunds

1. Payments made by credit card or PayPal:

If your payment was made by credit card or PayPal, the cost of the chest including taxes will be credited to your account within 10 days following the receipt of the returned item(s).

2. Payments made by check:

If your payment was made by check, we will issue a refund check within 30 days of receipt of the returned item(s).

3. Payments made with purchase orders:

All purchases made via purchase order will receive a check refund within 30 days of receipt of your return.

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