Refund Policy

Effective Date: December 15, 2025

At **Collectors Cube**, we value transparency and customer trust. This Refund Policy outlines the conditions under which refunds, returns, or exchanges may be offered. Please read this policy carefully before making a purchase.

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1. Eligibility for Refunds

Refunds may be considered under the following circumstances:

- The item received is **damaged or defective** upon arrival
- The **incorrect item** was shipped
- The item is **significantly different** from its description

Refund requests must be submitted within **[7 / 14] days** of receiving the item.

Items must be:

- Unused and in original condition
- Returned with original packaging, tags, and accessories
- Accompanied by proof of purchase

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2. Non-Refundable Items

The following items are **not eligible for refunds**, unless required by applicable law:

- Limited-edition or collectible items
- Items marked as **final sale**
- Customized or personalized products
- Items damaged due to misuse, wear, or improper handling after delivery

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3. How to Request a Refund

To request a refund, please contact us at:

Email: collectorscube@gmail.com

Include the following:

- Order number
- Description of the issue
- Clear photos or videos showing the condition of the item

Refund requests submitted without sufficient information may be delayed or declined.

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4. Return Shipping

- If the refund is approved due to an error on our part (e.g., damaged or incorrect item), return shipping may be covered by Collectors Cube
- For other approved returns, customers may be responsible for return shipping costs
- Returned items must be shipped using a trackable service

Collectors Cube is not responsible for items lost or damaged during return shipping.

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5. Refund Processing

Once the returned item is received and inspected:

- Approved refunds will be issued to the **original payment method**
- Processing times may vary depending on your payment provider or bank
- Shipping fees are non-refundable unless required by law

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6. Exchanges

Where applicable, exchanges may be offered instead of refunds, subject to product availability.

If an exchange item is unavailable, a refund may be issued at our discretion.

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7. Damaged or Defective Items

If an item arrives damaged or defective:

- Notify us within **[48–72 hours]** of delivery

- Provide clear photo or video evidence

Failure to report damage within this timeframe may affect eligibility for a refund or replacement.

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8. Order Cancellations

Orders may be canceled **only if they have not yet been processed or shipped**.

Once an order has been shipped, it cannot be canceled and must follow the return process outlined above.

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9. International Orders

For international orders:

- Customs duties, taxes, and import fees are non-refundable
- Collectors Cube is not responsible for delays or issues caused by customs clearance

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10. Legal Rights

This Refund Policy does not affect any rights you may have under applicable consumer protection laws. Where local laws provide additional rights or protections, those rights shall prevail.

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11. Changes to This Policy

Collectors Cube reserves the right to update or modify this Refund Policy at any time. Changes will be posted on this page with an updated effective date.

Continued use of the website or completion of a purchase constitutes acceptance of the revised policy.

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12. Contact Information

For refund-related questions, please contact:

Business Name: Collectors Cube
Email: collectorscube@gmail.com
Location: 71 Ubi Road 1, #07-45 Oxley Bizhub, 408732, Singapore