

## **CRICUT, INC. 45-DAY SATISFACTION GUARANTEE (U.S. and Canada Only)**

At Cricut, Inc. (“Cricut”), we stand behind our products and quality controls. For Cricut products not covered by one of our limited warranties, in the United States and Canada we offer a 45-day Satisfaction Guarantee (“Guarantee”). If for any reason you are not satisfied with a Cricut product covered by the Guarantee, you may request a refund or replacement product within 45 days of the date of purchase.

Please note that because we are unable to control the quality of products sold by unauthorized sellers, unless otherwise prohibited by law, the Guarantee applies only to products purchased from [cricut.com](https://cricut.com) or our authorized sellers in the United States and Canada. The Guarantee is not available for products purchased from unauthorized sellers, including unauthorized internet sites. The Guarantee is also limited to end-user purchasers in the United States and Canada. For product bundles, the Guarantee only applies to bundle components not covered by a warranty.

### **How To Claim The Guarantee**

If you are not completely satisfied with a covered product and are unable to resolve the issue with the authorized seller from whom you purchased the product, you may contact us within 45 days of the date of purchase to make a Guarantee request. To submit a Guarantee request, please call Member Care at 877-727-4288, Monday – Saturday, 9:00 am – 8:00 pm EST and have information available regarding where and when you purchased your product, and the reasons you are unsatisfied with the product. You will also be asked to provide proof of purchase and mail the portion of your product’s packaging containing the UPC code to Cricut. You may also be asked to return your product (or the unused portion of your product) to Cricut. Please note that you are responsible for costs incurred in mailing your product packaging, proof of purchase, and if applicable, product to Cricut. Cricut reserves the right to require that you provide other information to assist Cricut in processing your request.

### **Guarantee Guidelines**

Cricut reserves the right to verify information and to deny Guarantee requests in its discretion in cases of suspected fraud or where Cricut concludes that the purchaser has abused the Guarantee. Cricut may amend or terminate the Guarantee at any time without notice.

If you have any questions regarding whether a seller is an authorized seller of our products, please contact us at the number listed above.

Effective: October 1, 2024