

Craft Pilot Warranty Policy

At Craft Pilot, we stand by the quality of our puzzle products and are committed to your satisfaction. Our warranty policy is designed to ensure a smooth and fair process should any issues arise.

30-Day Warranty for Defective Products

We warranty all Craft Pilot products against manufacturer defects for up to **30 days** from the date of purchase. To qualify for this warranty:

1. Defective Items:

If your puzzle has a manufacturing defect, please email us at admin@craft-pilot.com within 30 days of your purchase. Provide a detailed description of the defect and include photographic evidence if possible.

2. Unused Condition:

To process an exchange or refund, the item must be unused, in its original condition, and include all original packaging.

3. Return Shipping:

Customers are responsible for return shipping fees unless the defect is a result of an error on our part.

Non-Defective Items

For non-defective items, our return policy applies only if the product is in its original, unused condition. Returns for such items must be initiated within **30 days** of receiving the product.

- Products must include all original tags and packaging.
- Return shipping costs are the responsibility of the customer.

Proof of Purchase

All returns or exchanges must be accompanied by proof of purchase. If the purchase or delivery of any Craft Pilot was through a distributor (including employers), then please contact your distributor to initiate the any return.

Damaged Items

If your puzzle arrives damaged, we will gladly replace it free of charge. Please contact us at admin@craft-pilot.com within 7 days of receiving the item, providing photos of the damage and proof of purchase.

Processing Time

Refunds or exchanges will be processed once the returned item has been received and inspected. Please expect 6-8 weeks for processing.

Contact Us

If you have any questions or concerns, please reach out to our customer service team at admin@craft-pilot.com.

Thank you for choosing Craft Pilot. We look forward to providing you with hours of puzzling enjoyment!