



SAMPLE POLICY

You are always welcome to inspect a sample before you buy!

TePee - X are more than happy to provide samples when requested. There are just a couple of conditions we ask from you when providing a sample request.

All of our samples are chargeable. 2X times the minimum order price shown on the website, Samples are only available to business customers. Please note, shipments of samples are also chargeable

To receive sample product

- 1- Be ready to place your order first, have a quote supplied by TePee - X and make sure you are happy with the price. Then If you need to check the quality, colour, etc of the item we are more then happy to get you a sample.
- 2- The delivery fees for the samples are based on your location, we use an outsource courior so we cannot estimate the delivery fees untill you send us the address of your Location, Once the payment for the sample/ Delivery has been received the sample will be despatched accordingly.
- 3- Product Sample returns – If you have decided not to proceed with the product, the cost to return the item back to us is the responsibility of the customer. The cost of the item can be refunded if returned within 5 Working days from receiving the sample. No refund is applied for the transportation cost.
- 4- Samples must be returned neatly in the packaging that they are provided with any samples returned without the packaging supplied or at the same condition that it's send by it can not be refunded.

We hope you can appreciate our policy on sample requests, our company endeavours to achieve the best products and branding available for all our customers looking to purchase superior quality gifts.

We regret that some samples are supplied plain, and some with random printing to show effect. Due to the high volume of samples we send out, we cannot guarantee the sample you will receive will be plain or have a random print. If you do have a specific requirement for a plain or a random printed sample, then please contact us.