



# Box return policy for Plusice ApS

## Boxes eligible for a refund

Plusice will refund the deposit on a return box, if the box is:

- Empty
- Clean
- Undamaged and intact
- Odorless (no smells)
- Have a small amount of surface dirt on the outside of the box

## Damaged boxes not eligible for a refund

Plusice will **not** refund the deposit on a return box, if the box is damaged. See the description of box damages and conditions below that are not eligible for a refund.

### **Broken corner:**

The corners of the box must remain intact, with no missing pieces, gaps, or damage that exposes the interior of the box.

### **Damaged side:**

All sides of the box must be fully intact with no visible holes in it.

### **Damaged top on box:**

The top edge of the box must be free from cracks, breaks, or any other damage. The lid must be able to fit securely on the top of the box, without any issues.

### **Cracked side:**

All walls of the box must be free from visible cracks.

### **Cracked lid:**

The lid must not have visible cracks or breaks.

### **Missing piece of lid:**

The lid must be complete with no missing pieces and be able to fit securely on top of the box.

### **Cracked or holed bottom:**

The bottom of the box must not have holes, cracks, or other visible damage.

### **Exterior dirt:**

The exterior must not be excessively dirty. A slight wear from regular use is acceptable.

### **Interior cleanliness:**

The interior must be clean, unstained, and in the same condition as when it was received. The box is only to be used for storage of ice cubes. The box must not be used as a bin or storage of other items.

### **Mold-free condition:**

The box and lid must not show signs of mold.

### **Odor-free condition:**

The box must be free of any unpleasant odors upon return.

### **Writing on the box:**

It is not allowed to write on the box with any form of marker/permanent marker.

**See page 2 for examples of boxes that are not eligible for a refund.**



**BROKEN CORNER**



**BROKEN SIDE**



**BROKEN TOP**



**CRACKED SIDE**



**DIRTY BOX**



**DIRTY INSIDE**



**DIRTY INSIDE**



**CRACKED LID**



**HOLE IN LID**



**HOLE IN BOTTOM**



**MOLD IN LID**

Examples of boxes not eligible for a refund.

