



## **CEREBRUM TUTORING CENTER DEFECTIVE ITEMS POLICY**

Effective Date: July 7, 2025

### **Overview**

Cerebrum Tutoring Center stands behind the quality of all our products and services. This policy outlines our procedures for handling defective items through our fulfillment partners and direct customer service, ensuring prompt resolution and customer satisfaction when products fail to meet our quality standards.

### **Definition of Defective Items**

#### **Manufacturing Defects (Printful Products):**

- Physical products with structural flaws or damage
- Educational materials with printing errors or missing pages
- Branded merchandise with faulty construction or materials
- Items that do not function as intended due to production issues

#### **Quality Issues:**

- Products significantly different from advertised specifications
- Items with cosmetic defects affecting functionality
- Merchandise with incorrect branding or logos
- Educational content with factual errors or omissions

#### **Digital Product Defects:**

- Corrupted files that cannot be opened or downloaded
- Missing content or incomplete downloads
- Technical formatting issues preventing proper viewing
- Incorrect or outdated information in digital materials

### **Reporting Defective Items**

#### **Reporting Timeframe:**



- Physical products: Within 7 days of delivery
- Digital products: Within 24 hours of download
- Services: Immediately upon discovery of issue

**Required Information:**

- Order number and purchase date
- Detailed description of defect or issue
- Photos or screenshots of defective items (when applicable)
- Proof of purchase documentation

**Contact Method:**

- Email: [support@cerebrumtutoringcenter.com](mailto:support@cerebrumtutoringcenter.com)
- Subject line: "DEFECTIVE ITEM - [Order Number]"
- Include all required information in initial email

**Defective Item Resolution Options**

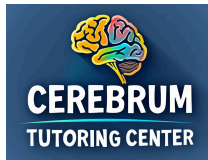
**For Printful Products:**

- Replacement coordinated through our fulfillment partner
- Quality assessment handled by production facility
- Expedited shipping for replacement items
- No additional cost to customer

**For Digital Products:**

- Immediate file replacement or correction
- Alternative download links provided
- Technical support for access issues
- Full refund if issue cannot be resolved

**For Services:**



- Re-delivery or additional sessions at no charge
- Alternative service provider assignment when needed
- Full refund for unsatisfactory services

### **Defective Item Return Process**

#### **Physical Products (Printful):**

1. Contact [support@cerebrumtutoringcenter.com](mailto:support@cerebrumtutoringcenter.com) with defect report
2. Receive defective item authorization (DIA) number
3. We coordinate with fulfillment partner for assessment
4. Return instructions provided if required
5. Replacement processed through production facility
6. Tracking information provided for replacement

#### **Digital Products:**

1. Report issue to [support@cerebrumtutoringcenter.com](mailto:support@cerebrumtutoringcenter.com)
2. Technical assessment within 24 hours
3. Corrected files or alternative access provided
4. Follow-up to ensure resolution

### **Return Shipping for Defective Items**

#### **Manufacturing Defects:**

- Return shipping costs covered by Cerebrum Tutoring Center
- Prepaid return labels provided when applicable
- Coordination with fulfillment partner for processing
- Insurance coverage for high-value items

#### **Customer Responsibility:**

- Secure packaging to prevent further damage
- Include all original accessories and documentation
- Use provided return authorization number
- Retain tracking information until resolution



**Quality Assurance Partnership  
Printful Quality Control:**

- Pre-shipment quality checks by fulfillment partner
- Manufacturing defect screening before shipping
- Direct replacement for production-related issues
- Continuous quality improvement processes

**Cerebrum Tutoring Center Oversight:**

- Customer service and communication management
- Quality feedback collection and analysis
- Supplier performance monitoring
- Customer satisfaction tracking

**Digital Product Quality Assurance  
Inspection Process:**

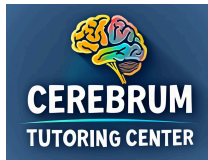
- Pre-publication content review
- Technical functionality testing
- Format compatibility verification
- Regular content updates and corrections

**Prevention Measures:**

- Multiple file format availability
- Backup download systems
- Server reliability monitoring
- Customer feedback integration

**Service Quality Standards  
Professional Standards:**

- Continuous staff training and development



- Service quality monitoring and evaluation
- Customer feedback integration
- Performance improvement plans

### **Resolution Procedures:**

- Immediate remediation or re-delivery
- Additional sessions at no charge
- Alternative service provider assignment
- Full refund for unsatisfactory services

### **Warranty and Guarantee Information**

#### **Physical Products:**

- 30-day quality guarantee from delivery date
- Manufacturing defect coverage handled through fulfillment partner
- Normal wear and tear not covered
- Misuse or damage by customer excluded

#### **Digital Products:**

- Technical functionality guarantee
- Content accuracy assurance
- Download accessibility for 30 days
- Format compatibility support

#### **Services:**

- Professional service delivery standards
- Satisfaction guarantee policy
- Continuous improvement commitment
- Results-oriented approach

### **Escalation Process**

#### **Standard Resolution:**

- Customer service representative handles initial contact
- Coordination with fulfillment partners when needed



- Resolution provided within 3-5 business days
- Regular status updates provided

### **Complex Issues:**

- Escalation to management team
- Technical specialist consultation when needed
- Extended investigation period if required
- Multiple resolution options explored

### **Customer Satisfaction Priority:**

- Multiple resolution options offered
- Flexible approach to unique situations
- Long-term customer relationship focus
- Fair and reasonable resolution standards

### **Contact Information**

All defective item reports: [support@cerebrumtutoringcenter.com](mailto:support@cerebrumtutoringcenter.com)

**General inquiries:** [info@cerebrumtutoringcenter.com](mailto:info@cerebrumtutoringcenter.com)

**Business Hours:** Monday-Saturday, 9:00 AM - 7:00 PM (Philippine Time)

### **Important Notes**

- This policy applies to all products and services offered by Cerebrum Tutoring Center
- Manufacturing defects coordinated with fulfillment partners
- Defective items receive priority processing and resolution
- Customer satisfaction is our primary concern
- Policy subject to change with 30-day advance notice
- Additional consumer protection rights may apply based on local laws