

Filamet™ Spool Buy Back Program

Give your empty spools a second life! The Virtual Foundry is committed to a sustainable additive manufacturing lifecycle. Earn store credit toward your next purchase while helping us maintain a more sustainable process.

Packaging and Shipping Guidelines

Store credit is awarded per eligible spool upon passing physical inspection. Credits are applied directly to your store account.

Spool Type	Credit Value (per spool)
Sample Spool (thin spool, approx 25mm thick, only used for samples)	\$2.00
Regular Spool (standard spool, approx 47mm thick, used for 0.25, 0.5, and 1.0kg units)	\$5.00
Wide Spool (wider spool, approx 60/75mm thick, used for larger units)	\$7.00

Eligibility & Condition Requirements

To qualify for store credit, all returned spools must be in **pristine, reusable condition**.

- **Zero Damage:** Spools must be completely free of damage. **No scrapes, dents, cuts, breaks, or marking** will be accepted.
- **Cleanliness:** Spools must be free of excess tape, glue residue, or non-original labeling.
- **Odor-Free:** Spools must be completely free of strong, persistent, or offensive odors. Spools exposed to cigarettes, cigars, vape, cannabis, pet odors, mildew/mold, or heavy chemical/perfume scents will not be accepted.

Ineligible Items

The following items are strictly excluded from the buy-back program and will **not** receive store credit:

- **Damaged Spools:** Spools with any visible cracks, cuts, dents, deep scrapes, or markings.

- **Sample Flats:** The flat packaging/cards previously used for samples.
- **Legacy Bolted Spools:** Our older-style spools fastened together with hardware or bolts.
- **Non-Filamet™ Spools:** Filamet™ spools are a unique size and material. Any non-Filamet™ spools such as those used for plastic filaments.

Important Note: All return shipping costs are strictly at the sender's expense. Any non-eligible items submitted in person or by mail will not receive store credit. Non-qualifying items cannot be returned to the sender and will be disposed of or recycled responsibly.

Inspection and Rejection Policy

- **Reference Number Required:** You must contact us prior to shipping your spools to obtain a unique Reference Number. This number must be clearly included inside or on the outside of your package. Any spools received **without a valid reference number** are not eligible for store credit.
- **Shipping Fees:** Return shipping is entirely at the sender's expense. We recommend packaging spools securely to prevent damage in transit.

General Policy

- **Inspection:** All spools must undergo visual inspection by our team before store credit is issued.
- **Non-Transferable:** Store credit carries no cash value, cannot be exchanged for cash, and is non-transferable.
- **Program Changes:** We reserve the right to modify payout rates, update condition criteria, or pause the Buy-Back Program at any time. Approved shipments with valid reference numbers will not be subject to changes made to the program after the reference number has been generated.

To begin, please contact info@thevirtualfoundry.com to get a reference number and send in your spools.