

# RETURNS AND EXCHANGES

PLEASE CLICK THIS LINK [SBTOWELS RETURN CENTER](#) TO SELECT YOUR ITEM FOR RETURN

## RETURN POLICY

ALL SALES ARE FINAL EXCEPT FOR SHOES PURCHASED FULL PRICE, HOWEVER WE DO ALLOW FOR RETURNS. RETURNS WILL BE HONORED UP TO 14 DAYS FROM WHEN THE PRODUCT WAS RECEIVED. UPON RETURN, SBTOWELS WILL ONLY ACCEPT AN EXCHANGE OR STORE-CREDIT (THE RETURNED PRODUCT MUST BE UNWORN, UNWASHED, AND IN THE SAME

CONDITION WE SENT THEM). STORE-CREDIT WILL BE ISSUED IN THE AMOUNT PAID EXCLUDING SHIPPING COSTS - AND REFUNDS WILL NOT BE ACCEPTED. IF 14 DAYS HAVE GONE

BY, UNFORTUNATELY WE CANNOT OFFER YOU AN EXCHANGE OR STORE-CREDIT. WE RECOMMEND YOU CAREFULLY REVIEW YOUR ORDER PRIOR TO FINALIZING YOUR PURCHASE.

WE DO OFFER REFUNDS FOR OUR SHOES IF PURCHASED AT FULL PRICE, THE SHOES MUST BE UNWORN AND IN THE SAME CONDITION (NEW) WE SENT THEM. SHOES MUST BE SENT

BACK WITHIN 14 DAYS FROM THE DATE YOU RECEIVE THE PACKAGE, A 15% RE-STOCKING FEE WILL BE APPLIED TO THE TOTAL PURCHASE PRICE (EXCLUDES SHIPPING COSTS).

SALE ITEMS ARE NOT ELIGIBLE FOR A REFUND. SALE ITEMS INCLUDE ANY ORDERS PURCHASED AT A DISCOUNT INCLUDING ITEMS BOUGHT WITH PROMO CODES, COUPON CODES, OR SALES.

ORDERS WITH A PROMOTIONAL CODE APPLIED EITHER GIVEN BY OUR NEWSLETTER EMAIL, NEWSLETTER POP-UP, OR ANY OF OUR PROMOTIONAL PLATFORMS ARE CONSIDERED

SALE ITEMS - ANY ORDERS USING THESE CODES WILL BE VALID FOR ONLY AN EXCHANGE OR STORE-CREDIT (NO REFUNDS). WE WILL NOT ISSUE A REFUND FOR THESE ITEMS.

ALL APPAREL AND ACCESSORIES ARE NON-REFUNDABLE (ONLY AN EXCHANGE OR STORE-CREDIT) - IF YOU PURCHASED YOUR SHOES WITH A DISCOUNT CODE, COUPON CODE,

PROMOTIONAL CODE, OR ANY PROMOTIONAL PLATFORMS IT WILL BE NON-REFUNDABLE (ONLY AN EXCHANGE OR STORE-CREDIT). ALL ORDERS THAT HAVE ANY CODES APPLIED

WILL BE CONSIDERED AS FINAL SALE.

ONCE THE PACKAGE HAS LEFT OUR FACILITY IN HUNTINGTON BEACH, CA (USA) - WE ARE NOT RESPONSIBLE FOR ANY LOST OR STOLEN GOODS. IF YOUR PACKAGE HAS BEEN LOST

OR STOLEN, WE RECOMMEND OPENING A CLAIM BY THE BUYER WITH THE SHIPPING COMPANY. THERE WILL BE NO REFUNDS OR REPLACEMENTS SENT OUT UNTIL THE INVESTIGATION HAS BEEN CONCLUDED.

ALL PRODUCTS SHIPPED BACK MUST BE UNWORN, UNWASHED, AND IN NEW CONDITION - TO EXPEDITE THE RETURN PROCESS PLEASE SHIP THE ITEM(S) BACK WITH THE ORIGINAL

PACKING SLIP INVOICE. ALL PRODUCTS SHIPPED BACK MUST BE IN ORIGINAL PACKAGING OR SHOE BOX - THE PACKAGE OR SHOE BOX MUST NOT BE DEFACED IN ANY WAY OR A

RETURN WILL NOT BE ISSUED.

ANY RETURNED ITEMS WILL BE INSPECTED BY OUR RETURNS DEPARTMENT TO SEE IF IT IS QUALIFIED FOR A RETURN - DAMAGED OR WORN MERCHANDISE OR PRODUCTS WITH LABELS

REMOVED WILL BE SENT BACK TO CUSTOMER.

#### DUTIES AND TAXES

SHIPPING FEES, DUTIES, TAXES, CUSTOMS FEES ARE NON-REFUNDABLE ON REFUSED/RETURN PACKAGES. IF YOUR MERCHANDISE OR PACKAGE IS RETURNED DUE TO A REFUSAL OF

DELIVERY, FAILURE TO PAY CUSTOMS, OR FAILURE TO PAY DUTIES CHARGES - YOU WILL BE RESPONSIBLE FOR THE COST OF SHIPPING AND WILL BE SENT STORE-CREDIT FOR THE

REMAINING PAID AMOUNT. BY PURCHASING FROM SBTOWELS, YOU ACCEPT THAT DUTIES MAY BE REQUIRED TO IMPORT THE PRODUCTS INTO YOUR DESTINATION COUNTRY.

WE ARE ALSO NOT RESPONSIBLE FOR ANY VAT OR CUSTOMS DUTY TAX, IT IS AT THE SOLE DISCRETION OF THE CUSTOMER TO PAY ANY FEES ASSOCIATED WITH VAT OR CUSTOMS

DUTY TAX.

INTERNATIONAL RETURNS DUE TO THE REFUSAL TO PAY DUTIES AND TAXES WILL BE SENT STORE-CREDIT ONLY (EXCLUDES SHIPPING COSTS) - REFUNDS WILL NOT BE ALLOWED FOR REFUSAL OF INTERNATIONAL PACKAGES.

ORDERS MAY BE RETURNED USING ANY SHIPPING METHOD OF YOUR CHOICE AT YOUR EXPENSE, YOU WILL BE RESPONSIBLE FOR PAYING FOR YOUR OWN SHIPPING COSTS TO HAVE

THE ITEMS SENT BACK - ORDERS MUST BE RETURNED WITHIN 14 DAYS FROM WHEN THE PRODUCT WAS RECEIVED.

WE SUGGEST USING A TRACKABLE INSURED SHIPPING SERVICE TO PREVENT PACKAGES FROM BEING STOLEN OR LOST. WE DO NOT GUARANTEE THAT WE WILL RECEIVE YOUR

RETURNED ITEM. DEPENDING ON WHERE YOU LIVE, THE TIME IT MAY TAKE FOR YOUR EXCHANGED PRODUCT TO REACH YOU, MAY VARY.

#### ORDER CANCELLATIONS

FOR CANCELLATIONS - WE MUST RECEIVE AN EMAIL SBTOWELS WITHIN 24 HOURS FROM THE TIME OF PURCHASE, TO BE APPROVED OF A CANCELLATION. IF WE DO NOT RECEIVE

AN EMAIL WITHIN 24 HOURS, WE WILL NOT BE ABLE TO CANCEL THE ORDER.