

FAQ

WHO CAN I CONTACT IN REGARDS TO MY ORDER AND GENERAL INQUIRES?

PLEASE EMAIL SBTOWELS WITH ANY QUESTIONS. OUR ONLINE CUSTOMER SERVICE HOURS ARE OPEN MONDAY - FRIDAY (9:00 AM TO 5:00 PM PST)

HOW MUCH DOES SHIPPING COST?

AUTO-CALCULATED AT CHECKOUT FOR ALL DOMESTIC AND INTERNATIONAL ORDERS

FREE DOMESTIC SHIPPING OVER \$50 USD

WHY HAVEN'T I RECEIVED A TRACKING CONFIRMATION EMAIL YET?

PLEASE ALLOW 2-4 BUSINESS DAYS FOR US TO PROCESS THE ORDER AND SHIPMENT - AFTER THE FOURTH DAY YOU SHOULD RECEIVE A TRACKING EMAIL, IN ADDITION PLEASE

ALLOW APPROXIMATELY 1-5 DAYS FOR DELIVERY. (EXCLUDES PRE-ORDER ITEMS)

WHEN ARE YOU GUYS RE-STOCKING ON A PARTICULAR ITEM?

WE RECOMMEND SIGNING UP FOR SBTOWELS NEWSLETTER - ALL UPDATES IN REGARDS TO NEW RELEASES AND RE-STOCK WILL BE SENT TO OUR SUBSCRIBED MEMBERS.

IF YOU NEED ADDITIONAL INFORMATION PLEASE SEND AN EMAIL TO SBTOWELS

WHAT IS THE ADDRESS FOR RETURNS?

YOU MAY SHIP YOUR RETURN TO THE FOLLOWING ADDRESS WITHIN 14 DAYS OF RECEIVING THE PRODUCT:

SBTOWELS RETURNS DEPARTMENT

21062 BROOKHURST STREET SUITE 161

HUNTINGTON BEACH, CA 92646

NOTE THAT THE 14 DAY LIMIT DOES NOT APPLY TO THE TIME THE PACKAGE SPENDS IN TRANSIT. PLEASE VISIT OUR RETURNS CENTER TO PROCESS YOUR RETURNS

CAN I GET A REFUND OR MAKE AN EXCHANGE?

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).

CAN I BECOME A MODEL FOR SBTOWELS?

FOR ANY MODEL INQUIRIES PLEASE SEND AN EMAIL TO SBTOWELS

WHOLESALE / STOCKISTS

FOR ANY WHOLESALE/STOCKISTS INQUIRIES PLEASE SEND AN EMAIL TO SBTOWELS