

RETURNS & EXCHANGE POLICY

We want you to be satisfied with Pure Fiber's products and services. If you're not absolutely satisfied with your purchase, you can return unopened items for a full exchange or refund within 15 days of receipt.*

**Some Pure Fiber products are subject to special return restrictions. See below for details.*

RETURN POLICY - PRODUCT RESTRICTIONS

The following Pure Fiber products are subject to our Special Return Policy.

- **Private Label Products:**
These products are made-to-order specifically for you, so we cannot accept returns.
- **Clearance Products:**
Clearance items cannot be returned or exchanged.

RETURNING DAMAGED / DEFECTIVE ITEMS

In cases of damaged or defective products, the return process can often be expedited by providing a digital image of the damaged or defective product (along with a clear description of the problem) in an email to return@pure-fiber.com. In many cases, action (in the form of reprint or refund) can be taken as soon as substantiation of the claim has been provided by the customer.

If the damaged/defective product cannot be verified over the phone or via email contact, the item may be required to return to Pure Fiber for inspection before a determination can be made as to the state of the product.

Please note that we define manufacturer defect as items sewn incorrectly, holes or any visible defects, color inconsistency (prior to washing). Items that have been worn/used/washed are not considered manufacturer defect.

WHO COVERS THE RETURN SHIPPING COST?

Pure Fiber will email a prepaid return label ONLY when the item arrived in damaged condition or are confirmed by our representative to be defective. Customer is required to inspect all shipments and report damaged and defective items within 7 business days from receiving the shipment.

For all other cases, return shipping costs are the responsibility of the customer.

Under no circumstances does Pure Fiber reimburse (or provide credit) for return shipping costs incurred by the customer.

HOW TO REQUEST AN RMA

Email return@pure-fiber.com to request a Return Merchandise Authorization (RMA) number. You must make this request within 15 days of receiving the shipment.

Be sure to specify following the information in your return request email:

1. Reason for Returns
2. Invoice Number
3. Shipment Receive Date
4. Shipment Tracking Number