

## Exchanges

- We do not offer direct exchanges. Instead, you must return the unwanted items and place a new order for the wanted items. Please see our Returns & Refunds policy below for instructions on the return process.

## Returns & Refunds

To return an item and receive a refund:

- You must first receive a return authorization number (RA #) from a Hope For Warriors representative. Returns received by Hope For Warriors without an RA # will be refused.
- To receive an RA #, contact a Hope For Warriors representative by phone at (815) 263-0438, or by the email form on the contact page. If your return is approved, our representative will email you the RA # with return instructions within 2 business days or less. If your return is not approved, we will respond with a reason for disapproval within 2 business days or less.
- Follow the return instructions in the email you received.
- Items being returned to Hope For Warriors must be returned via shipping pre-paid by the customer. Ship the return using the carrier of your choice. We recommend requesting a tracking code and shipping receipt. Hope For Warriors is not responsible for packages lost in transit.
- There is no "return label", you will write the address from the email onto the package itself. Please be sure to send the items to the return address listed in the email, NOT to the corporate address listed on the Hope For Warriors website.
- Returns are generally processed within 2 business days. Please allow up to 10 business days for refund credits to be processed.

Please be aware that:

- Item return claims must be made within 30 days of receipt.
- Items that have been printed on, washed, or altered in any way are not returnable.
- Hope For Warriors does not charge any restocking fees.
- We do not provide return shipping labels for orders that ship to Territories or Military addresses.
- Shipping and handling charges are not refundable.

## Cancellations

- Order cancellations can only be made before the order has been packed. Within 30 minutes after placing your order, you have the ability to put your order on hold, or cancel it, from within your order confirmation page or email, or from within your account order history page.
- Once shipment occurs, the return policy is in effect.