



## *Jack's Store – Return Policy*

We ask that within 2 weeks (14 calendar days) from the time you receive your products you contact us via email at [contactus@jackscaregiverco.org](mailto:contactus@jackscaregiverco.org) about any concerns. If more time than that has elapsed this policy may or may not apply.

- 1) If you need another size:** the item(s) must be returned undamaged with the tags still on the items. A return label will be generated so it is able to be dropped off at any UPS store. Jack's members will not be charged for shipping and handling/restocking fees. Non-members may or may not be required to pay shipping and handling/restocking fees.
- 2) If there's a defect:** the item(s) will be replaced at no cost to you. It must be returned with the tags still on the item(s). A return label will be generated so it is able to be dropped off at any UPS store.
- 3) If the item is lost or stolen in transit:** If the package couldn't simply be left, the tracking status will show UPS Info Notice was left. If no Info Notice is present, it means the package either hasn't been delivered or has been lost or misplaced. If your package's status shows a missing delivery, your first step is to contact the shipper and initiate a trace process.
- 4) If you received incorrect item(s):** the item(s) will be replaced at no cost to you. We request the item(s) be returned undamaged with the tags still on the items. A return label will be generated so it is able to be dropped off at any UPS store.