

## Return Policy:

Any claims for misprinted/damaged/defective items must be submitted within 2 weeks after the product has been received. For packages lost in transit, all claims must be submitted no later than 3 weeks after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

If you notice an issue on the products or anything else on the order, please submit a problem report by emailing [orders.fana@flavourart.it](mailto:orders.fana@flavourart.it)

For packages lost in transit, **all claims must be submitted no later than 4 weeks after the estimated delivery date.** But no worries! We'll cover the costs of reprinting and shipping a replacement order for you.

We may ask for your help before doing that, like confirming with your customer that the shipping address was correct. It would also be good to double check that your customer got in touch with their local post office to try locating the lost order.

Keep in mind that if tracking information states an order was delivered but your customer thinks they haven't received it, we won't take responsibility and reship that order. In that case, any

**Wrong Address** - If you provided an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you.

**Unclaimed** - Shipments that go unclaimed are returned to our facility and you will be liable for the cost of a reshipment.

**Returns: All sales are final.** We do not refund orders for buyer's remorse or incorrect sizing as all product is made to order. Please refer to sizing chart before placing order. If there is an issue or defect with the product please contact us so we can promptly find a resolve. If you ordered the incorrect size and a new order needs to be placed for an updated size, you will do so at your own expense.

Any awarded FANATIC apparel that is not purchased rather sent to a recognized fanatic will be shipped based on the customers sent information. If there is an issue with fit, please contact us within 2 weeks of receiving as we will handle any discrepancies on a case by case basis.