

## RETURN & EXCHANGE POLICY

Need to return or exchange an item? Please review the Return & Exchange Policy below to help us process your request as quickly as possible.

**Returns & Exchanges. Time Period; Requirements.** Merchandise returns and exchanges must be postmarked for return to the below return address within 15 days after the date of receipt, and must otherwise comply with the Return & Exchange requirements. Merchandise returns and exchanges postmarked after 15 days or that do not comply with the Return & Exchange requirements as set forth below will be returned to the customer.

**Forms.** In order to process a return or exchange, the return packaging must include the return or exchange merchandise and BOTH a copy of the full original invoice from your order AND a completed [Return & Exchange Form](#).

**Clothing.** Clothing items that are new, unworn, and undamaged may be returned or exchanged (for the like item in a different size) if in their original condition and with the hangtag attached.

**Other Items.** Items other than clothing may be returned if in their original, undamaged condition, and in their original packaging.

**Restocking Fee.** A \$5 per item restocking fee will be deducted from the refund amount for each item returned.

**Form of Refund.** With a few exceptions, we will reimburse you for returned items in the same way you paid for them. You will receive an email confirming the refund amount.

**Exchanges.** Exchanges are allowed with respect to like-kind clothing items only, and then only for the purpose of obtaining a different size of the item. If you wish to return your item and acquire a different item, the return will be processed as a refund (subject to restocking charge) and you will need to place a new order.

**Processing Returns & Exchanges.** Please send your return or exchange back to us at the address listed below. Please note that you are responsible for all costs of shipping. To help us process your refund or exchange as quickly as possible, please be sure to include a copy of your invoice and a completed [Return and Exchange Form](#) with your return package. This form can be found in your original package, [online](#), or by request at [shop@sanjose.org](mailto:shop@sanjose.org). Processing and shipping typically takes about three weeks once you send the package back to us. It is advised that you purchase insurance and tracking for your return package as Team San Jose cannot be held responsible for packages that are not delivered. Ship your returns and exchanges to the following address via the carrier of your choice:

Team San Jose

Attn: Marketing Department

408 Almaden Blvd.

San Jose, CA 95110

**Damaged, Defective or Incorrect Items.** If you receive merchandise that is damaged in shipping, defective, or that is not the merchandise you ordered, please take a picture of the item (clearly showing the damage or defect, if applicable) and email the picture to Team San Jose at [shop@sanjose.org](mailto:shop@sanjose.org). Your email should include your name, **the order number**, and a telephone number at which we can contact you to arrange for return and delivery of a replacement item. If a merchandise return is due to Team San Jose error, we will provide a return label to ship the merchandise back to us.

**Final Sale and Nonreturnable Items.** All Final Sale merchandise cannot be returned.

**Change in Policy.** Team San Jose reserves the right to change this Return Policy at any time without notice.