

Everstorm Outfitters
RETURN & EXCHANGE POLICY
Document ROX-2025-05

Easy-Fit Promise

If your gear doesn't fit or just isn't your vibe, send it back within ****30 days**** of delivery for a refund or free size exchange.

Eligibility Checklist

- Unworn, unwashed, no odors, tags attached
- Original shoe box (footwear) placed inside outer carton
- Electronics (power-banks, headlamps) unopened unless faulty

How to Start

- Visit everstorm.example/returns → enter order # and email.
- Select "Refund" or "Exchange."
- Print prepaid label; pack securely. Multiple items can share one box.

Instant Exchange Hold

We place a temporary \$1 authorization on your card and ship the new size once the carrier scans the return label. Authorization drops when our returns team receives the original item.

Return Window Exceptions

- Holiday gift purchases made 1 Nov – 31 Dec: return period extended to 31 Jan.
- "Final Sale" and custom-embroidered items: no return unless defective.

Refund Timeline

- Warehouse receipt → inspection ≤ 3 business days → refund initiates.
- Stripe / Apple Pay 5-7 banking days; PayPal instant; Shop-Pay up to 10.

Defect & Warranty Claims (12 months)

- Manufacturing defects (seam failure, sole separation, zipper loss) are covered
- for one year. Choose ****"Warranty Claim"***** in the portal—upload 3 photos showing
- the defect. Approved claims ship replacement next business day.

Footwear Fit Exchange Matrix

Current Size	Return Label Cost	Replacement Ships	Notes
-----	-----	-----	-----
Too small	Free	+0.5 US size	Width unchanged
Too large	Free	-0.5 US size	EU size per chart

Gift Returns

Gifts return for ****store credit**** emailed to the recipient; original purchaser is not notified.

International Returns

- Label cost is deducted from refund (approx. \$15–\$25). Duties & taxes are
- non-refundable—claim with your local customs office.

Unauthorized / Heavily Worn Items

- Items showing heavy wear (mud, pet hair, smoke) will be shipped back or
- donated to charity at our discretion minus a \$15 handling fee.

12 Contact

- returns@everstorm.example • Photo hotline +1 (406) 555-0188