



# RETURNS & EXCHANGES

**Depending upon the item you purchased, please return your product to the correct support center below. Please follow these return instructions:**

**RETURNING HATS & PHONE CASES.** There are NO RETURNS OR EXCHANGES FOR ON-DEMAND PRODUCTS (such as Cases or Baseball Hats) except if there are craftsmanship defects. The reason is because On-Demand Products are made to order, one at a time just for you.

**RETURNING SHIRTS & HOODIES.** WE DO ACCEPT EXCHANGES FOR SOFT GOODS (e.g. shirts, hoodies.) Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we cannot offer you an exchange. To be eligible for a exchange, your item must be unused and in the same condition that you received it. It must also be in the original packaging and accompanied by: a receipt or proof of purchase, your contact information and order number.

**Hats & Phone Cases:**  
 Support at Jon Contino  
 19749 Dearborn St.  
 Chatsworth, CA 91311

**Soft Goods:**  
 Support at Jon Contino  
 1260 Airport Drive  
 Ball Ground, GA 30107

All will work smoothly if you follow those instructions.  
 Contact us if you need further clarification: [support@jc-nyc.com](mailto:support@jc-nyc.com)

**Other Return Exemptions**

Several types of goods are exempt from RETURN such as: the aforementioned On-Demand products, Gift cards, Downloadable software products, any item that is returned more than 30 days after delivery, any item not in its original condition, is damaged or missing parts for reasons not due to our error.

**No Refunds**

We do not offer refunds on any products. We will however provide replacements for defective products or exchanges for apparel products requiring a size change.

**Shipping**

You are responsible for paying for your own shipping costs for returning items. Shipping costs are non-refundable. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

Product	Size	Color	Reason No.	Exchange	New Style
				<input type="checkbox"/>	
				<input type="checkbox"/>	
				<input type="checkbox"/>	
				<input type="checkbox"/>	
				<input type="checkbox"/>	

**Exchange Reason Numbers** 1. Too Small 2. Too Big 3. Incorrect Item 4. Faulty

<b>Order No.</b>		<b>Date</b>
<b>Customer Name</b>		
<b>Email</b>		
<b>Return Address</b>		