

# return and refund policy

LAST UPDATED AND EFFECTIVE AS OF: DECEMBER 4th, 2019

The following Return and Refund Policy governs the order and sale of merchandise by Cozy Brands LLC a Florida limited liability company (the "Provider" or "we" or "us" or "our") to you through this [www.sipcozy.com](http://www.sipcozy.com) website (the "Site"). Your use of the Site to order or purchase merchandise indicates your agreement to follow and to be bound by this Return and Refund Policy and all other portions of the Agreement between you and us.

## Return Policy

We want to make sure that you are completely satisfied with your purchases on this Site of merchandise, which includes products and services that we may make available for purchase on the Site. If, for any reason, you are not satisfied with your order, you may return, any merchandise that is UNOPENED, UNUSED and in ORIGINAL CONDITION within fourteen (14) days from the date of delivery provided that you pay for all return shipping costs and all of the following conditions are satisfied:

1. can be sent back to us only after you have emailed [hello@sipcozy.com](mailto:hello@sipcozy.com) within fourteen (14) days of delivery, with your reason for return and receive a return authorization from our returns team.
2. must be unused, unopen and in the same condition in which it was received by you;
3. must have all seals, tags and labels still attached;
4. must be sent in its original packaging;
5. must be shipped back to our designated return address within fourteen (14) days of the date of delivery;
6. must be sent in one single shipment and all merchandise that belongs to the same order must be returned to us at the same time; and
7. must be shipped from within the United States.

If all of these conditions are satisfied, we will refund the value of the returned merchandise, sales tax (if charged) included, less any original shipping costs. We will not issue any refunds for returns that do not satisfy all of the conditions indicated above; provided, however, that you will have the option to request within thirty (30) days of being notified that you are not entitled to a refund that your merchandise be shipped back to you, at your own cost, in the condition in which it was received by us.

If you do not request the return of your merchandise within said thirty-day period, you authorize us, and any of our affiliates or agents, to dispose of such merchandise as they see fit.

SALES OF CERTAIN MERCHANDISE IS FINAL. WE RESERVE THE RIGHT TO DESIGNATE ON THE SITE OR ELSEWHERE ANY NON-RETURNABLE MERCHANDISE. ANY SUCH DESIGNATION MAY BE NOTED ON THE DETAIL PAGE FOR THE MERCHANDISE.

## Refund Policy

Refunds are processed within approximately three (3) business days of our receipt of your merchandise. Your refund will be credited back to the same payment method used to make the original purchase. If you paid by credit card, refund times will depend on the credit or debit card company's policies. The date of reimbursement to the credit card or payment method depends on the company that processes your return payment. WE OFFER NO REFUNDS ON ANY MERCHANDISE DESIGNATED ON THIS SITE AS NON-RETURNABLE.

## Labels and Tags

Our merchandise comes with identification tags and labels. Some merchandise may be delivered with a sticker or covering affixed to the product, packaging or elsewhere. If you remove or alter this sticker or covering, you may no longer return your purchase.

## Binding and Entire Agreement

This Return and Refund Policy, along with the Site's [Terms of Use](#) and the [Terms and Conditions of Sale](#) (collectively, the "Agreement") constitute the entire, complete and only agreement between you and us regarding the subject matter contained herein, the Site and its use, and your order, purchase and use of merchandise, and supersedes all proposals and prior agreements, whether oral or written, and all other communications between the parties relating to this subject matter. This Return and Refund Policy is a part of and subject to the Agreement and is incorporated therein by this reference.