

Shipping & Returns

Shipping

Express shipping via UPS/FedEx: Weight-based prices and estimated delivery times are calculated live at checkout. Available for the following countries:

Argentina, Australia, Canada, Chile, China, Colombia, Costa Rica, Hong Kong SAR, India, Indonesia, Israel, Japan, Kuwait, Malaysia, Mexico, New Zealand, Oman, Peru, Philippines, Qatar, Singapore, South Africa, South Korea, Taiwan, Thailand, United Arab Emirates, United States

We ship from Germany, Europe. Orders leave our warehouse within one business day.

All deliveries are carbon neutral – powered by Shopify Planet

The shipping emissions are compensated by removing carbon dioxide from the atmosphere. Shopify Planet purchases carbon removal credits and retires them on our behalf. Emissions are calculated based on shipping distance, package weight, and mode of transportation.

Duties & Taxes

All orders are delivered duty paid (DDP). All fees, including taxes & customs duties, are already included in the final price you pay at checkout. This means no additional charges upon receipt of your parcel.

Want your order shipped to a different country? Make sure to select the correct location (country flag) on our website. Still not available? [Click here](#) to let us know, so we can work on a future solution.

Returns

If you are not 100% satisfied, you can return your item(s) to our warehouse in Germany for a refund within 30 days of receiving your order. The items have to be unworn/unused to be eligible for a return.

Extended return period for the holidays

Items purchased at the Feelgrounds online store that are received between November 1, 2023, and December 31, 2023, may be returned through January 31, 2024. Please note that the items have to be unworn/unused to be eligible for a return, and that all other terms and conditions provided in the Feelgrounds Refund Policy are still applicable. All purchases received after December 31, 2023, are subject to our standard Return Policy.

Please note: You can only return your order for a refund. If you want to exchange your item(s), please place a new order.

You have the option to use our prepaid returns label for a fee of \$15.00 USD (which will be deducted from your refund) or you can use a shipping provider of your choice.

If you decide to return all ordered products, we will refund the outbound shipping costs along with the value of the returned product(s). If you go for a partial return, the outbound shipping costs will not be refunded.

Duties and taxes, which are added during checkout, are collected by your local customs authority and are therefore not refundable from our side. As only the recipient of an order can claim these fees back, please contact your local customs office directly with copies of the returns paperwork.

Applying for a refund of duty and taxes in Canada: <https://www.cbsa-asfc.gc.ca/import/courier/crp-prio-eng.html>

Any returned item not in its original condition or packaging, damaged or missing parts for reasons not due to our error may be applicable only for a partial refund.

Non-returnable items: Gift cards, socks whose original packaging and/or plastic tab has been opened or removed (due to hygiene reasons)

Received a defective or damaged item? [Click here.](#)

Looking to return an existing order?

To access the correct returns center, please click the button that matches the beginning of your order number (#ROW, #DE, ...). You can find your order number in your order confirmation email.

Register your return:
[#DE](#) [#US](#) [#EU](#) | [#ROW](#)