



Shipping, Returns & Warranty

Shipping Notice

We are a small owner-run business. On occasions, we will be taking time away. During this time, we will display a banner at the top of every page, except checkout pages, stating, "Shipping Notice: Orders placed today will ship on 00/00/00". All orders placed during this time will ship out on the date mentioned in the notice. This also applies to customer service responses as well. We appreciate your understanding.

Shipping Costs

USA Shipping Rates

\$3 shipping cost on orders with a pre-tax total between \$0.01 and \$64.99 will ship USPS when selecting Standard shipping.

Free USPS shipping on all orders with a pre-tax total of over \$65.00 when selecting Standard shipping.

Priority rates are calculated at checkout.

International Shipping Rates

International shipping rates are calculated at checkout.

Shipping Policy

We ship all orders via trackable USPS First Class Mail and Priority Mail. Your order will typically be fulfilled within 1-2 business days of placing the order. The website will provide you with an estimated delivery time frame before placing your order. You will receive tracking details upon shipment, typically within 1-2 business days of placing the order, if you did not receive the email, please check your spam folder first. The accuracy of this information is the responsibility of the carrier and is outside of our control. Please allow a minimum of 24 hours for USPS to update the tracking information on the package after shipping. Please inspect your order upon arrival and [Contact Us](#) promptly if there are any issues.

Free shipping is offered only to customers within the United States who meet minimum purchase requirements excluding discounts, taxes, and shipping costs. Select the "Standard" shipping option at checkout when available.



Warranty and Repairs

Pillow Strap products include a 1 year limited warranty against product failure caused by manufacturing and material defects. Misuse or wear will not be warranted. Products will be repaired when possible or replaced based on the specific needs of each case.

If you experience any issues with your gear, please let us know, and we will work to find a solution.

If outside of the warranty window and a repair is possible, there will be no charge except the cost to ship it to us.

When sending in a Pillow Strap for repair, please contact us first with photos of the issue to ensure we can repair it. Then hand wash and dry your items before sending them. If the returned item is dirty, we will be unable to repair it and will contact you to pay for return shipping costs.

Returns

Unused products are eligible for a full refund (excluding shipping costs) for 30 days after receipt. The item must be in the same condition that you received it and in its original packaging.

To start a return, use the [Contact Us](#) page or the email address on the packaging insert. Please include your order number, email address and the reason for the returns. Please allow 1-2 days to respond.

We will provide eligible return requests with instructions and an address to send your return package to. Pillow Strap is not responsible for the return shipping costs, damaged, or lost items in return transit. The original shipping cost will not be refunded. Used or dirty items will not be refunded. Any items sent to us without first requesting a return will not be accepted.

If the need for a return is our error, we will provide a USPS shipping label for the return and make it right.

Exceptions and Non-returnable Items

We cannot accept returns on manufacturing seconds or gift cards.



Exchanges

The fastest way to ensure you get the replacement item you want is to start a return of the item you have, and once the return is accepted, make a separate purchase for the new item. We are currently unable to cross-ship or create replacement orders.

Refunds

We will notify you once we've received and inspected your return. If accepted, you will be refunded on your original payment method and will receive an email notification. Refunds can take up to 10 business days to appear on your bank or credit card statement. If more than 10 business days have passed since the refund notification email, please contact us, and we will look into the issue.

Taxes and Importation

Pillow Strap is required by law to charge 10.25% sales tax for orders delivered within the state of Illinois. Taxes in other USA states are charged and remitted in accordance with state and local laws.

International Orders

Importation fees such as Duties or VAT are not included in the cost of shipping and will be incurred at the cost of the customer. Although disheartening, importation/brokerage fees associated with importation range widely, and we encourage you to reach out to your local carrier if you have any questions prior to ordering. Refused shipments due to these fees will receive a refund less the amount of shipping, handling, and any fees we may incur as a result.

Contact

Please use the [contact us](#) page for any questions or concerns.