



Shipping, Returns & Warranty

Shipping

Shipping Notice

We are an 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 MM/DD/YY". 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 Timeline & Tracking

We ship all orders via USPS Ground Advantage by default, other options may be available at checkout. Your order will typically be shipped within one business day of placing the order unless otherwise noted. The website will provide you with an estimated delivery time frame before placing your order. You will receive a tracking number one day after shipment, if you did not receive an email with tracking, 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 the carrier to update the tracking information on the package after shipping. Please inspect your order upon arrival and [Contact Us](#) promptly if there is an issue.

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.

USA Shipping Rates

"\$3 Standard Shipping" offer will ship via USPS Ground Advantage. Available on all website orders delivered to a USA address with a pre-tax and post-discount total under \$65 when selecting Standard shipping at checkout.

"Free Shipping" offer will ship via USPS Ground Advantage. Available on all website orders delivered to a USA address with a pre-tax and post-discount total of \$65.00 or higher when selecting Standard shipping at checkout.

USPS Priority Mail, UPS, and other carrier rates are calculated at checkout based on the delivery destination.



International Shipping Rates

International shipping rates are calculated at checkout based on the delivery destination.

Product Warranty

This Limited Warranty applies to the physical goods manufactured by Pillow Strap for a Warranty Period of one (1) year from the date of purchase. During this Warranty Period, Pillow Strap will repair or replace, at no charge, products that are defective due to material, workmanship, or due to normal use of the product. Products will be repaired when possible or replaced with a new product free of charge. This Limited Warranty does not cover any problems that are caused due to improper use of the Product. The maximum value of this Warranty is the lesser of either the MSRP at the date of purchase or the original purchase price.

To obtain a warranty repair or replacement, please reach out via the [Contact Us](#) page. Please document your issue with photographs and provide a detailed description.

Outside of the Warranty

Our most important goal is for you to be happy and love your gear, and we stand behind what we make and want your gear to last! If you have an issue and are outside the Warranty Period, please [Contact Us](#) with photos of the issue to determine if a repair is possible. If so, we will provide you with a shipping address to ship it to. Shipping cost to us is the customer's responsibility, and we will repair and return it at our cost.

Shipping Gear to Us

First, [Contact Us](#) with photos of the issue to ensure we can repair it. Then, hand wash with soap and air dry your items before sending them. If the received item is dirty, we will be unable to repair it, and return shipping will be the customer's responsibility. When mailing your item, include your name, email address, and return address to send it to in the package. Allow approximately one month to complete the process.

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. 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 a full refund or replacement.

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 you 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 Fees

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 collected 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.