



## Exchange & Returns

*Please be advised that the following is our old exchange and refund policy prior to 08/05/2022*

### Important Note on Shipping and Delivery

Due to the current crisis, postage carriers are experiencing delays and shipping times are no longer guaranteed by these carriers. Therefore, delivery dates may be extended. If you have not received your package **15 business days** after postage, please [contact our customer support](#) team.

### TEES & HOODIES

We want our customers to be happy, so we will do our best to ensure that you are pleased with your order. If you receive your order and are dissatisfied with the merchandise **due to defects or errors on our part**, you may return the item(s) **within 10 business days** of receipt.

Please send tees/hoodies back to the return address listed on the shipping label:

**3595 E Fountain Boulevard  
Suite 100  
Colorado Springs CO 80910**

**We do not accept returns due to customer error** i.e. wrong size selection or if you change your mind about the color or design of the item after receiving it. We provide a link to the size chart on all our apparel listings to ensure that you have a reference when choosing the size for your order.

We will not be able to refund, reimburse or resend items that are lost or stolen in the mail. When an order is shipped, you will receive an email with the tracking number so you can track the parcel and ensure that you are or a representative is present to receive it.

## HATS

If you receive your hat and it's damaged or it's the wrong size, you may return the item(s) **within 30 business days of receipt**. Just send us an email at [support@eaglesixgear.com](mailto:support@eaglesixgear.com) so we know when to expect your package.

Please include the following information with your return:

- Your order number
- Your order name
- Your shipping address
- Size
- Reason for return

If the hat(s) you are returning is (are) the wrong size, please follow [this link](#) to pay your return postage fee. Alternatively, include \$6 for the return postage fee in the form of cash or check made out to Eagle Six Gear. If you would like to return the hat due to manufacture defect, you do not need to include payment for return shipping.

Upon receipt of your return, we will inspect the hat(s) before making and issuing replacement. If the hat(s) is (are) deemed unfit for re-sale due to inflicted damages, we reserve the right to not send a replacement until payment is made.

Once your package is ready to be sent, please address it to:

**Attention: Returns**  
**Eagle Six Gear**  
**3595 E Fountain Boulevard**  
**Suite 100**  
**Colorado Springs CO 80910**

If you have any questions, please email us at [support@eaglesixgear.com](mailto:support@eaglesixgear.com).

## SALE /DISCOUNTED ITEMS

We do not accept returns/exchanges for sale items - these are also non-refundable.

## ORDER CANCELLATION

If for any reason you need to have an order cancelled, please contact us immediately at [support@eaglesixgear.com](mailto:support@eaglesixgear.com).

**If your order is already in production, it can no longer be cancelled.**

If you are approved for refund, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. Please note, refunds to credit cards can take up to 30 days to appear on your statement.

Shipping costs are non-refundable. All returns are subject to inspection before a refund is processed.

## **Late Or Missing Refunds**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [support@eaglesixgear.com](mailto:support@eaglesixgear.com).

## **Personalized Products**

We do not offer exchanges or refunds on Personalized products since these are custom made for you and cannot be re-stocked/re-sold.

If you realize you have made a mistake with your design, please [contact us](#) straight away so we can make the necessary changes. If your order has gone to print, changes can no longer be made.