



NavalTees, LLC
301.475.0437
sales@navychief.com

Return/Exchange Policy

We take customer satisfaction very seriously at NavyChief.com. We want you to be completely satisfied with your purchase, so, within 14 days of receiving your product, if you are not satisfied, you are able to return any **unwashed** or **unused** item you've purchased or exchange it for something of equal or lesser value.

How It Works:

1. Complete and detach the Return/Exchange Feedback Form found at the bottom of this sheet.
2. Package the item you wish to return or exchange and enclose the completed Return/Exchange Feedback Form.
3. Remove or black out any previous shipping labels still on the package (if re-using the same packaging).
4. If returning an item that was incorrectly sent to you, we will be happy to email you a pre-paid shipping label. You can request a label by emailing us at sales@navychief.com. Please include your name, order number, purchase date, and a description of the item you wish to return.
5. **If returning an item that was mistakenly ordered by you, the customer, you are responsible for creating a shipping label and sending the item back to us.** Our mailing address is: *22665 Van Wert Lane
Leonardtown, MD 20650*
6. Drop your package off at your nearest U.S. Postal Service location.
7. After we receive the item you wish to **return**, a refund for the full purchase price (minus shipping) of the item will be processed back to your method of payment. Sorry, shipping & handling charges are non-refundable.
8. After we receive the item you wish to **exchange**, we will promptly send the exchanged item within 3 business days if we have it in stock. If the item is not currently in stock, we will notify you.

------(Detach Here)-----

Return/Exchange Feedback Form

Name:

Order Number:

Choose One: Refund Exchange for Same Item Exchange for Different Item (Specify below in comments)

Reason for Return/Exchange:

Poor fit Item did not meet expectations (explain below) Other (explain below)

Comments:
