

Product Return or Exchange



If you are unhappy with your purchase for ANY reason, we will refund or exchange your purchase. All Sauce products are warranted against defects in materials and workmanship for the lifetime of the product (this includes tassels). We will repair or replace at our discretion. Please contact us if this situation should arise. **Email:** info@sauceactive.com **Phone:** 855.830.5111

Return Details – please read carefully:

- Please return merchandise in a clean and resalable condition, with original hangtags intact.
- We suggest a traceable shipping method. Please keep your tracking numbers to properly document a safe return. Sauce cannot assume responsibility for lost or misdirected merchandise.
- Fill out the return worksheet and return with your item(s). Sauce will not accept any returns, defective merchandise, or warranty items without a proof of purchase or a valid receipt.
- Please allow 10-15 business days to receive your exchange product. If exchange results in a balance owing, Sauce will email an invoice for the difference and ship when paid. It may be faster to place a replacement order & return your item for a refund.
- Refunds will be made in the original form of payment for the product total only. Original shipping charges are non-refundable. Please allow 5-10 days for credit to post on account.
- If returning product due to defective workmanship, we will gladly reimburse your return freight within the first 90 days. Otherwise, return shipping charges are nonrefundable.
- If we made a mistake with your order, we will pay to have the items returned to us, and replacements sent back to you. Otherwise, shipping costs for items returned or exchanged are the customer's responsibility.
- We ask that merchandise be returned within 45 days of purchase. A return beyond 45 days requires pre-authorization and may result in in-store credit rather than a refund.
- Sauce reserves the right to refuse any returns we feel to be excessive and/or in bad faith.

-- cut along lines and return bottom portion with merchandise -----

Return Worksheet

Item #:	Refund	Exchange	Reason Code	Exchange for:
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		

Reason Codes:

Changed my mind - 1 Too Small - 3 Fabric - 5 Color - 7
 Not what I expected - 2 Too Large - 4 Comfort - 6 Defect - 8

Name: _____ Shopify Order #: _____

Phone: (_____) _____ - _____ Email: _____

Return package to address shown below. Cut out label if you wish...

Sauce – Returns
 116 Mcneill
 Canmore, AB T1W 2R8

If the item was a gift, would you prefer:

refund original buyer issue gift card to you