

Return and Refund Policy

Thank you for shopping at Not Defined By FND's store! We want you to be completely satisfied with your purchase. If for any reason you are not happy with your order, we offer a hassle-free return policy.

Eligibility for Returns

- Items must be returned within **30 days** of the delivery date.
- Items must be unused, unworn, and in their original condition.

Non-Returnable Items

The following items are not eligible for return:

- Gift cards
- Downloadable products
- Personalized or custom-made items
- Perishable goods (e.g., food, flowers)
- Items marked as final sale

How to Initiate a Return

1. Contact our customer service team at sales@notdefinedbyfnd.org to request a return.
2. Pack the item securely, including all accessories.
3. Include a copy of the original invoice or order confirmation.
4. Ship the package to the address provided by our customer service team.

Return Shipping

- Customers are responsible for the cost of return shipping.
- We recommend using a trackable shipping service and purchasing shipping insurance.

Refunds

- Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund.
- If your return is approved, you'll receive a refund to your original payment method within 7-14 business days. Please note that processing times may vary depending on your bank. We'll send you an email confirmation once the refund is processed confirming the date and amount refunded. If your return isn't approved, we'll explain why via email

Damaged or Defective Items

- If you receive a damaged or defective item, please contact us immediately at sales@notdefinedbyfnd.org.
- We will arrange for a replacement or refund, and we will cover the return shipping costs.

Questions?

If you have any questions about our return policy, please don't hesitate to contact our customer service team.



**NOT DEFINED
BY FND**

**AWARENESS, ADVOCATION, AND
HOPE FOR ALL FND WARRIORS**