



30 Day Return Policy

What You Can Exchange or Return

We will gladly replace or exchange any returnable items that you are not completely satisfied with, within 30 days of the original purchase date.

Please note the following limitations:

- **Special order/ non-inventory items can not be accepted for return or exchange.**
- To have a return authorized you must contact Image Solutions within 15 days of receiving your items.
- If a return is then authorized you must have the items you wish to return post marked within 30 days of receiving your items.
- Items that have been worn or washed cannot be accepted for exchange or return.
- Items that have been altered in any other way cannot be accepted for exchange or return.
(Example: Custom name embroidery.)

Note:

- Image Solutions will exchange any product with defects.
- Image Solutions will correct orders that were shipped to you with incorrect product.

Steps To Exchange or Return

If you're unsatisfied with the fit, quality, color, or size of an item **please contact Image Solutions Customer Service Dept. at:**

Toll free 888-756-9898

Or 310-464-8991

To Return Items:

- 1) Contact Image Solutions Customer Service Dept.
- 2) Customer Service will issue you a Return Authorization Number (RA Number) to reference with your return.
- 3) You will be responsible for shipping the return items to Image Solutions and we urge you to use priority mail or a carrier that generates tracking numbers as we will not be responsible for lost packages. *Please note this does not apply if Image Solutions is determined to be at fault for the shipping error or if we are correcting a defective product shipment.*
- 4) Our Accounting Dept. will process a credit for future orders in accordance with your corporate office's individualized instructions once the items are received and determined to be in returnable condition as stated above.

To Exchange Items:

Item exchange will be processed as two transactions.

First follow steps 1 – 3 from above to receive credit for the items you wish to return.

Second place a new order online, or ask for customer service assistance, to place a new order for the exchange items needed.

If you have any other order correction needs please contact Image Solutions Customer Service Dept. for assistance.

Thank You!

**19819 South Hamilton Ave.
Torrance, CA 90502**