

FEARLESS ZEN HONOUR®

RETURNS POLICY



GENERAL TERMS

- If you have placed and received the correct order from our store and are unsatisfied with the item, we are happy to accommodate a return of this item provided that this return request is made within 2 days of the item being received by you.
- Items that are to be returned must be unworn, unwashed, and undamaged. The customer is responsible for shipping the item back to our store, and the customer will incur the shipping costs to do this. Once we receive the item, you will be refunded for your purchase within 5 - 7 business days through the method of payment the item was originally purchased.
- We currently do not offer exchanges as we cannot guarantee that a like-for-like item will be available to you at the time of the return. However, we will let you know if an exchange is possible if you get in touch with us at the time of the return. In practice, this means that you will have to go through the return process and order a new product.

MAKING A RETURN AND REFUNDS

- To return an item, please email support@fearlesszenhonour.com and include the following information:
 1. Your order number;
 2. The name on the order;
 3. The e-mail that the order was placed with; and
 4. Details of your return request.
- Once your returned item has been received by us, we will inspect the item(s) and will notify you to confirm receipt. We will then contact you to provide an update on the status of your refund after inspecting the item – this will usually be within 2 days of receiving the item.
- If your return is approved, we will then initiate a refund to your credit card (or original method of payment). You will receive the refund within a few days, depending on your card issuer's policies.

DAMAGED DEFECTIVE OR INCORRECT ITEMS

- If you have received a damaged, defective, or incorrect item please email support@fearlesszenhonour.com and include:
 1. Your order number;
 2. The name on the order;
 3. The e-mail that the order was placed with;
 4. Details of your return request; and
 5. A clear photograph demonstrating the quality of the print or the damaged area of the item (the most optimal pictures are taken on a flat surface, with the tag and defect clearly displayed).

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- We will use the above information to help you with your order return in line with our returns process. This will also help us to eliminate errors in future production. A member of our Customer Services department will be happy to assist you.

CANCELLING AN ORDER THAT HAS BEEN PLACED

- Unfortunately, at this time we do not accept any cancellations if the order is already in production.
- The only exception to this is if the order is cancelled within 12 hours of being placed by the customer.

TERMINATION OF ORDERS

- We reserve the right to cancel orders that contravene or abuse our Terms & Conditions. This includes those orders suspected of fraud or other illegal activities, and we will report these to the appropriate authorities accordingly.

OTHER POLICIES

- Please read our Terms & Conditions carefully.
- Please also refer to our Shipping Policy as it states 30-90 Business days not including holidays & weekends. We produce items within the stated Business days. Therefore, we have the right to initiate a case if we receive a chargeback within the time frame.