

## Returns & Refunds

Last updated: November 25, 2023

Please read the following "Returns" & "Refunds" Policy. By accessing or using our website (the "site") or our services, you hereby agree to be bound by this "Return(s) & Refund(s)" policy. It is the responsibility of you, the user, customer, or prospective customer to read and understand conditions for any product or service returns or refunds when shopping on Wake Up Gear For Life, LLC, shop on this site. If you do not expressly agree to all of the policies, then please do not proceed with purchasing.

The present Refund & Return Policy is a legal agreement between you and Wake Up Gear For Life, LLC (hereinafter "**Wake Up Gear**"), a company duly organized and validly existing, located at 2110 Saint Mary's Blvd, Jefferson City, Missouri 65109. This Agreement annuls and voids all previous agreements.

- "Agreement" refers, collectively, to all terms, conditions, notices contained or referenced in the document "Terms Of Service," "Privacy Policy," and this "Refund & Return Policy", and include all other operating rules, policies and procedures that are published on the Website including but not limited to Shipping, Payments and Returns.

*This Return & Refund Policy has been created by Wake Up Gear's owner based on the refunds and return policies of third-party partners.*

## Overview

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The Site (wakeupfromslumber.com) is operated by Wake Up Gear. Throughout the Site, the terms "**we**", "**us**" and "**our**" refer to Wake Up Gear, aka wakeupfromslumber.com. Wake Up Gear offers this Site, including all information, tools and services available from this Site to you, the user (also denoted as customer), conditioned upon your acceptance of all terms, conditions, policies, refunds and returns and notices stated here.

By purchasing something from us, you engage in our "Service" and agree to be bound by the following Refund(s) & Return(s) policy, terms and conditions, including those additional terms and conditions and policies referenced herein and/or available by hyperlink.

Please read this policy carefully before making a purchase. It is your responsibility to check this page periodically for changes. Your continued use of or access to the Site following the posting of any changes constitutes acceptance of those changes.

## When & Why Return & Refund Is Not Accepted

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Wake Up Gear uses a third-party to produce products contained in its shop. These products are all print-on-demand items with custom made designs by Wake Up Gear. This means all products are unique and produced only once they are ordered and are not maintained in inventory. This helps our environment through decrease in wasted materials and/or through freeing up warehouses of space that can otherwise be occupied. This also means returns and exchanges are not supported if you:

- a) order the wrong size;
- b) order the wrong color
- c) change your mind

*Please note that a faint odor is a natural occurrence when using direct-to-garment (DTG) printing. This odor typically will disappear after the first wash.*

## Return & Refund Due To Product Damage

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In case of a damaged product or a manufacturing error, we offer a free replacement or a refund if you contact us **within 30 days of product delivery**, by getting in touch with Wake Up Gear by filling out the “Contact Form” at the following website page: <https://www.wakeupfromslumber.com/contact-5> and include a clear photo showing damage or manufacturing issue.

## Return & Refund Due To Incorrect or Faulty Product

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In case you receive an incorrect or faulty product, please get in touch with us within 30 days of product deliver and we will be happy to arrange a free replacement.

## If Order Is Not Received Or Lost

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In case you do not receive your package, please contact us immediately to verify your submitted address. Even if a single missing letter or number can cause a delivery failure. You can contact us at the following email: [contact-me@wakeupfromslumber.com](mailto:contact-me@wakeupfromslumber.com).

Once address has been verified as correct, you will be asked to contact your local post office to ensure it is not being stored and held there for pickup.

After both these steps are completed, and you still have not received your order, please contact us using the email noted above. We will look into the issue and investigate it future as well as offer a free replacement if we are unable to determine there was no error the customer's information.

In like manner, if an order is returned due to an incorrect or incomplete address, we will be notified and contact you with an option to replace the item or be fully refunded.