

# Return policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return. **This does not apply to custom orders of any kind. All custom orders are non-refundable once the design has been submitted to our factory for production.**

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [info@afterdarkgear.com](mailto:info@afterdarkgear.com). If your return is accepted, we'll send you instructions on how and where to send your package. Return shipping is at the cost of the buyer. After Dark Gear will only pay for return shipping in the event of an error in the order from After Dark Gear. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [info@afterdarkgear.com](mailto:info@afterdarkgear.com).

## **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

## **Exceptions / non-returnable items**

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

**Unfortunately, we cannot accept returns on sale items, clearance items, or gift cards. There are no exceptions to this policy.**

## **Deposits**

**Deposits made to After Dark Gear are non-refundable; However, they also never expire.** Any deposit, made at any time is valid in perpetuity for use on After Dark Gear products. Changes to or transfer to an alternate product are possible, for deposits, provided that the deposit linked to the original order has not had any design hours spent on the order and/or the order has not been submitted to our factory for production. Requests for changes to an order, started on deposit, should be directed to [info@afterdarkgear.com](mailto:info@afterdarkgear.com) and may be subject to reduction in value if design hours have been used on the aforementioned order.

**Exchanges**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

**Refunds**

We will notify you once we've received and inspected your return, and let you know if the refund or store credit was approved or not. If approved, you'll be automatically refunded on your original payment method or provided a coupon for use on store credit. Please remember it can take some time for your bank or credit card company to process and post the refund.