



## RETURN POLICY

### ARTCO SURF — The fine art of surf culture.

■ 2008

## What You Can Exchange or Return

ArtCo Surf unconditionally guarantees all products we manufacture and sell at our online store to be free from defects of workmanship. We will gladly replace or refund you for any defective items you wish to return.

If you're unsatisfied with the fit, quality, color, or size of an item you may return it and choose an item in another size or color. We will gladly replace or refund any item that you're not completely happy with.

Please note the following limitations:

Item must be returned within 45 days from date of purchase.

Items that have been laundered or altered in any way cannot be accepted for exchange or return.

Items purchased from the ArtCo Surf Online Store cannot be exchanged.

### Did you change your mind?

If you simply wish to exchange or return an item for any reason (see limitations above), you are responsible for return shipping charges, but we will ship you a replacement item with no additional shipping charge.

#### Example:

You decide you don't like the style, fit, or color.

You decide you just don't want the item for whatever reason.

#### What to do:

1. You do not require authorization (RMA) to return an item for any reasons (see limitations above).
2. Place the items you wish to return in a suitable box or envelope. You must include a copy of the original invoice.
3. If applicable, indicate the style, color, and size of your desired replacement item(s).
4. Please provide a brief reason for your dissatisfaction. You are responsible for return shipping charges. We recommend you use priority mail or a carrier that provides tracking. ArtCo Surf is not responsible for lost shipments.

### Did we make a mistake?

Hey, we're not perfect...

If we make a mistake with your order, we will take care of return shipping and send you a replacement item with no additional charge shipping.

#### Example:

Item shipped does not match the style, size, or color you ordered.

Item shipped is defective in workmanship.

#### What to do:

1. Call our customer service department **+1 (888) 836.5551**.  
Monday - Friday, 8am - 6pm EST.
2. A customer service agent will process your request and assist you with return shipping.
3. Place the items you wish to return in a suitable box or envelope. You must include a copy of the original invoice.

#### Where to send:

Consumer Returns Department  
ArtCo Surf  
116 N. Person Street  
Raleigh, NC 27601

+1 (888) 836.5551