

At **Best Safety Wear**, we pride ourselves on providing high-quality custom safety workwear and are committed to ensuring our customers' satisfaction. However, we understand that there may be occasions where you need to return an item. This document outlines our refund and return policy for such situations.

CUSTOM AND PERSONALIZED PRODUCTS

Due to their unique nature, custom and personalized products are non-returnable and non-refundable. This includes any product that has been personalized or altered according to your specifications. We encourage our customers to review all order details carefully before finalizing, as changes or cancellations may not be possible once production has started.

STANDARD PRODUCTS

For non-customized products, if you are not completely satisfied with your purchase, you may return the item within 14 days of receipt. All returned items must be in new, unused condition and include the original packaging. Any items returned with marked or damaged packaging may be refused by our warehouse or the post office.

CLEARANCE ITEMS

All clearance items are final sale and not eligible for return or refund.

SHIPPING COSTS

Shipping is free for orders over \$200, with a 10-business day production timeline. We do not refund shipping or freight charges on any orders or returns. If a delivery is refused for any reason or considered undeliverable due to an invalid shipping address, you may be charged a penalty that could include, but is not limited to, additional shipping charges.

RETURN PROCESS

To initiate a return, please contact our customer service team via phone at **866-969-8337** or email order@bestsafetywear.com.

After receiving authorization for the return, please pack your item securely to ensure its safety during the shipping process. We require the original packaging to be intact. Returned items in marked or damaged boxes may be refused by the post office or our warehouse.

REFUNDS

Upon receipt and inspection of your returned item, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed and applied to the original method of payment within a certain number of days.

CONTACT US

If you have any questions about our return and refund policy, please contact us at **866-969-8337** or order@bestsafetywear.com.

We value your business and will do our best to ensure your satisfaction with every purchase. However, we understand that sometimes a product may not be what you expected. In these cases, we encourage you to review this policy and contact our customer service team with any questions or concerns.