



Simply Different, Simply Better.

PRODUCT RETURN POLICY

SimplyThick, LLC will provide credit or replacement for a product return only if authorized and after the actual product has been received and identified by SimplyThick, LLC. **RETURN AUTHORIZATION IS REQUIRED.**

Returnable Products

Products will be accepted for return under the following conditions:

- Within six (6) months of the order date
- Purchase was directly from SimplyThick, LLC
- Unopened

Non-returnable Products

Products will not be eligible for return, regardless of date, under any of the following conditions:

- Re-packaged products
- Saleable merchandise returned for the purpose of reducing inventory
- Products with no lot numbers, "best if used by date", or unreadable labels
- Products damaged by fire and/or water
- Products obtained illegally or from an unauthorized source

Policies Governing Damaged Merchandise, Shortages, and Overcharges (Refusals)

Shipments that show external damage must be properly noted by SimplyThick's carriers at time of delivery. SimplyThick, LLC is **FOB Destination, Freight Prepaid & Add**. Shipments should be carefully inspected on arrival to determine any concealed loss or damage. Shipments having a shortage or overage must be brought to the attention of SimplyThick, LLC within 15 calendar days.