



## Return Policy

Customers should always contact [WeLoveRoosters.com](http://WeLoveRoosters.com) via email or phone before returning any products (to [WeLoveRoosters.com](http://WeLoveRoosters.com) or Printful).

**CUSTOMER CARE: 1-816-787-1119      EMAIL: [WeLoveRoosters@WeLoveRoosters.com](mailto:WeLoveRoosters@WeLoveRoosters.com)**

If you notice an issue on the products or anything else on the order, please email us and submit a detailed problem report which includes:

- Name on Order
- Order Date
- Order Number
- Item(s) Ordered
- Specific details regarding the issue.
- Picture of merchandise if printed poorly or damaged.

**DO NOT RETURN ANY ORDERS UNTIL AN EMAIL HAS BEEN SENT TO [WELOVEROOSTERS.COM](http://WELOVEROOSTERS.COM) CUSTOMER CARE AND YOU ARE INSTRUCTED TO RETURN IT.**

**Any claims for misprinted/damaged/defective items must be submitted within **4 weeks (28 calendar days) after the product has been received.** For packages lost in transit, all claims must be submitted no later than **4 weeks (28 calendar days)** after the estimated delivery date. Claims deemed by [WeLoveRoosters.com](http://WeLoveRoosters.com) as errors on our part, are covered at our expense.**

**Returns, refunds or exchanges for products (damaged, lost, face masks, underwear), as well as size exchanges are to be offered at the discretion of [WeLoveRoosters.com](http://WeLoveRoosters.com) and are not guaranteed. If or when [WeLoveRoosters.com](http://WeLoveRoosters.com) replaces or exchanges an item, a new order will be placed for the customer and the production lead and shipping lead times will be applicable.**

If instructed by our team, you will ship the damaged or incorrect order back to Printful, our printing partner or [WeLoveRoosters.com](http://WeLoveRoosters.com) (address will be provided). [WeLoveRoosters.com](http://WeLoveRoosters.com) will determine the liability for shipping cost related to returned goods shipped to [WeLoveRoosters.com](http://WeLoveRoosters.com). The cost of shipping to [WeLoveRoosters.com](http://WeLoveRoosters.com) may be at the expense of the customer or a label or shipping account may be provided. Some circumstances may require the customer to cover the shipping cost of returned goods.

The return address label provided with the order is set by default to the Printful, our printing facility. When we receive a returned shipment, an automated email notification will be sent to you. Unclaimed returns get donated to charity after 4 weeks. If Printful's facility is not used as the return address using the return label, you would become liable for any misdirected returned shipments (due to incorrect address labeling) sent back (returned) to you by the shipping agent.



Wrong Address - If the customer provides an customer or 'ship to' address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

Unclaimed - Shipments we send out but go unclaimed are returned to our facility and you will be liable for the cost of a reshipment to yourself or your end customer (if and as applicable).

You hereby agree that any returned orders due to the wrong shipping address or a failure to claim the shipment will not be available for reshipping and will be donated to charity at your cost (without us issuing a refund).

- WeLoveRoosters.com and Printful does not accept returns of sealed goods, such as but not limited to face masks or underwear, which are not suitable for return due to health or hygiene reasons. You hereby agree that any returned orders with face masks or underwear will not be available for reshipping and will be disposed of.
- We do not refund orders for buyer's remorse. Customers residing in Brazil and regretting a purchase must contact our Customer Service and express their will to return the item within 7 consecutive days after receiving it, providing a picture of the item. The withdrawal request will undergo an evaluation to verify whether the product was used or destroyed, even if partial. In these cases, a refund will not be possible.
- Notification for EU consumers: According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:
  1. the supply of goods that are made to the consumer's specifications or are clearly personalized;
  2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons, therefore WeLoveRoosters.com and/or Printful reserves rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.