

Hello there!

We want you to have an amazing shopping experience at SAAVVY CARRIER CO., LLC, and that includes making returns as easy and stress-free as possible. Our friendly Return Policy is designed with your satisfaction in mind. Take a moment to read through it before making a purchase.

1. Eligibility for Returns

We want to make sure you're eligible for a return, so here are a few conditions to keep in mind: The item should be in its original condition, unused, and undamaged.

Please return the item within 30 days from the date of delivery.

Don't forget to include the original receipt or proof of purchase.

Please note that some items, like perishable goods or personalized/custom-made items, may not be eligible for return unless they arrive defective or damaged.

2. Return Process

We're here to help you with your return process. Here's how it works:

Contact our friendly customer support team within 14 days of receiving your order. You can reach us through phone, email, or our online contact form.

Our dedicated team will guide you through the return process, provide instructions, and, if necessary, issue a return authorization number.

3. Preparing for the Return

It's important to make sure the item is well-protected during its journey back to us. Here are a few tips:

Securely package the item to prevent any damage during transit. If possible, using the original packaging is a great idea. Remember to label the package with the provided return authorization number, if applicable.

4. Inspection and Refunds

Once we receive your returned item, our team will carefully inspect it. Here's what happens next:

If the item meets our eligibility criteria, we'll process your refund within 7 to 10 business days using the original payment method. Please note that it may take some time for the refund to appear in your account, depending on your payment provider.

In the rare event that the returned item doesn't meet our criteria, we'll reach out to you and discuss the next steps.

We want to ensure fairness and transparency in every return process.

5. Exchanges

Need to exchange your item for a different size, color, or variant? No problem!

Simply follow our return process as outlined above.

To ensure a faster exchange process, go ahead and place a new order for the item you desire. This way, we can get it shipped to you right away.

6. Damaged or Defective Items

If you receive an item that's damaged or defective, we're here to make it right!

Please contact our customer support team immediately within 14 days of receiving your order.

We'll work with you to arrange a replacement, repair, or refund, depending on the situation. Our goal is to ensure your satisfaction!

7. Non-Refundable Items

While we strive to accommodate returns for most items, there are a few exceptions: Gift cards and digital products are non-refundable.

Clearance items, OC sprays, stun guns, and personalized/custom-made items are typically non-refundable unless they arrive damaged or defective.

8. Changes to the Return Policy

We may update our Return Policy from time to time, and we'll always keep you informed. Any changes made will be effective immediately upon being posted on our website.

9. Disputes

Any disputes arising out of the return policy shall be subject to the jurisdiction of Texas.

Contact Information

If you have any questions or need assistance with a return, please don't hesitate to reach out to our friendly customer support team at:

Saavvy Carrier Co., LLC

10333 Harwin Dr.

1-888-722-8891

info@saavvycarrier.com

By shopping with us, you acknowledge that you've read, understood, and agreed to the terms and conditions outlined in this friendly Return Policy.

Thank you for choosing Saavvy Carrier Co., LLC

Warm regards,

The Saavvy C! Team

