

Exchanges & Returns

Our Policy

HipKraft unconditionally guarantees all products we produce and sell at our online store to be free from defects. We will gladly replace or refund you for any defective items you wish to return. Please note that items that have been laundered or altered in any way cannot be accepted for exchange or 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, or return it for a full refund less any shipping charges paid.

Did You Change Your Mind?

If you simply wish to exchange or return an item for any reason, 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. Complete the "Return Form" on the back of this page. Remember to indicate the style, color, and size of your desired replacement item(s).
2. Place the item(s) you wish to return in a suitable box or envelope.
3. You are responsible for return shipping charges. We recommend you use a carrier or shipping method that provides tracking, such as USPS Delivery Confirmation or UPS. HipKraft is not responsible for lost shipments.

Did We Make a Mistake?

Please accept our apologies. 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. E-mail our customer service department at service@hipkraft.com or call 800-286-9307 x3. Monday-Friday, 9am – 6pm PT.
2. Customer service will process your request and assist you with return shipping and/or exchange.

Where to Send:

HipKraft Returns
104 E Fairview Ave #219
Meridian, ID 83642

If You Request a Replacement

When the returned item is received, we will promptly process your replacement item, and ship it to you with no additional shipping charge.

If You Request a Refund

When the return is received, the value of your returned item(s) will be credited back to your original form of payment as soon as our Returns Department has completed processing your return (usually within 5 days). If over 60 days from the purchase date, a check will be issued and mailed to you.

Exchange/Return Form

If you wish to return or exchange any portion of your order, please complete this form and included it with your return shipment. When we process your return we'll calculate the price of the item including any application discounts. We do not refund the original shipping charge. Please contact us first (see information on back of this page) if the item is incorrect (not as ordered) or defective.

1. Order Number (if available, 5-digit number, looks like 12345): _____

Or,

2. Your Name: _____

3. Your Shipping Address: _____

4. Your E-mail Address: _____

5. Your Phone Number: _____

Check this box if you were the recipient, but someone else placed the order.

Reason for return (this feedback helps us improve our products and service).

Please check all that apply:

Didn't Like

Didn't Fit

Wrong Item

Damaged

Other: _____

Request: Exchange (complete the form below) Refund

If you are requesting replacement items, please specify them here. Please refer to our sizing and styles page on our online store (www.hipkraft.com/sizechart.php) for style, size, and color availability information. Remember, shipping on your replacement items is always free. Replacement items will be sent to the original address unless you specify a different shipping address above.

Qty	Design (ex: Wine Diva w/ red wine)	Shirt Style (ex: fitted t-shirt)	Color	Size