

## **Robinson Mfg. Co., Inc. Return Policy**

Robinson Mfg. Co, Inc. (RMC) stands behind the quality of everything we produce. Our products are warranted against defects in material and workmanship and may be returned within 14 days of receipt unless noted in our **Return Policy Exceptions** detailed below.

In the rare occasion that your product is damaged in transit, received an incorrect item, or have a shortage please contact our Customer Service Team @ **1-888-392-2193** within 7 days of receipt.

Once any Shortage or Defective claim has been reported, RMC will determine the best course of action to take in regard to credit or replacement. RMC reserves the right to limit or decline a refund.

**RESTOCKING FEE:** A restocking fee of 15% will be charged for returns. Restocking fees do not apply when product is returned due to damage or defects.

### **How to Return Product purchased from Robinson/27 Sports:**

- Must have Return Authorization (RA #) issued from Robinson Mfg. Co.  
Contact **Customer Service** with your PO # or Invoice #
- Items must be unworn, in original packaging with all tags.
- **Ship returns with paperwork to:** Robinson Mfg. Co., Inc.  
798 Market Street  
Dayton, TN 37321  
Attn: Returns – RA #\_\_\_\_\_

RMC will provide a return shipping label in cases where items have arrived defective or in damaged condition. For all other cases, return shipping costs are the responsibility of the customer.

**REFUND:** We will process your return within 7-10\* business days of receipt and, if warranted, apply a credit to your original payment method. You'll receive an email from RMC when this is complete. We do not refund shipping charges unless the product is errantly shipped or deemed defective.

*\*During peak seasons please allow up to 15 business days for your return to process.*

### **Return Policy Exceptions:**

Custom products, which include:

- Sublimation
- Screenprint
- Embroidery
- Digital Fusion

Because Custom products are personalized just for you, they are not returnable. Custom products are final and are not eligible for returns, exchanges, changes or alterations **unless** they are found to be defective. If defective, please contact RMC within 14 days of receipt.

www.robinsonmfg.com

www.27sports.com