



2015 Damage, Return, and Cancellation Policy

Damages: 95° and Sunny, Inc. must be notified of any damaged or defective merchandise within seven days of receipt of order. Damaged items along with **all packaging** must be kept for one full week from the time it is reported to us so that UPS can do a damage inspection. All claims are settled with a credit towards your next order.

Returns:

Authorized Returns - 95° and Sunny, Inc. must be notified of your refund request within seven days of receipt of order. Please call customer service for an RA# and instructions (888) 953-4537. Product must be returned in the original packaging and in re-sellable condition. Account will be credited only for product received in the aforementioned condition. Refunds under the amount of \$25.00 will be a credit on file to be used for future orders. Freight charges are at the retailer's expense and restocking fees may apply.

Unauthorized Returns - Unauthorized returns are not accepted. Unauthorized returns and refused orders are subject to a 20% restocking fee and applicable freight charges. Additionally, terms may be revoked. All fees must be paid for in full prior to release of any future orders.

Cancellations: All cancellations must be made in writing via fax prior to ship date. Fax to 480-883-6625. Please confirm with us that your cancellation request has been received. Cancelled orders with a future ship date must reach our office two weeks prior to that ship date. The cost of shipping will not be credited or refunded on orders that are cancelled after they have shipped.