

# Returns, Exchanges & Refunds Policy

---

*Last updated: December 8, 2024*

Please read the following "Returns" & "Refunds" Policy. By accessing or using our website (the "site") or our services, you hereby agree to be bound by this "Return(s) & Refund(s) policy. It is the responsibility of you, the user, customer, or prospective customer to read and understand conditions for any product or service returns or refunds when shopping on Wake Up Gear For Life, LLC, shop on this site. If you do not expressly agree to all of the policies, then please do not proceed with purchasing.

The present Refund & Return Policy is a legal agreement between you and Wake Up Gear For Life, LLC (hereinafter "**Wake Up Gear**"), a company duly organized and validly existing, located at 2110 Saint Mary's Blvd, Jefferson City, Missouri 65109. This Agreement annuls and voids all previous agreements.

- "Agreement" refers, collectively, to all terms, conditions, notices contained or referenced in the document "Terms Of Service," "Privacy Policy," and this "Refund & Return Policy", and include all other operating rules, policies and procedures that are published on the Website including but not limited to Shipping, Payments and Returns.

## Overview

---

The Site (wakeupfromslumber.com) is operated by Wake Up Gear. Throughout the Site, the terms "**we**", "**us**" and "**our**" refer to Wake Up Gear, aka wakeupfromslumber.com. Wake Up Gear offers this Site, including all information, tools and services available from this Site to you, the user (also denoted as customer), conditioned upon your acceptance of all terms, conditions, policies, refunds and returns and notices stated here.

By purchasing something from us, you engage in our "Service" and agree to be bound by the following Refund(s) & Return(s) policy, terms and conditions, including those additional terms and conditions and policies referenced herein and/or available by hyperlink.

Please read this policy carefully before making a purchase. It is your responsibility to check this page periodically for changes. Your continued use of or access to the Site following the posting of any changes constitutes acceptance of those changes.

## Returns, Exchanges & Refunds

---

Wake Up Gear uses a third-party to produce products contained in its shop. Most products are all print-on-demand items with custom made designs by Wake Up Gear. This means all products are unique and produced only once they are ordered and are not maintained in inventory. This helps our environment through decrease in wasted materials and/or through freeing up warehouses of space that can otherwise be occupied. However, Wake Up Gear for Life accepts returns, exchanges & refunds based on the following criteria, if you contact us **within 30 days of product delivery**:

- a) order received was the wrong size;
- b) order received didn't fit as expected;
- c) order received was the wrong color;
- d) order received was damage or contains a manufacturing defect or error.

*Please note that a faint odor is a natural occurrence when using direct-to-garment (DTG) printing. This odor typically will disappear after the first wash.*

To receive a return, exchange or refund, please contact Wake Up Gear **within 30 days of product delivery**, by filling out the "Contact Form" at the following website page: <https://www.wakeupfromslumber.com/contact-5>. Please include a photo of item and reason for the return, exchange or refund. For damaged or manufacturing issue errors a photo with the product damage will be required.

## If Order Is Not Received Or Lost

---

In case you do not receive your package, please contact us immediately to verify your submitted address. Even if a single missing letter or number can cause a delivery failure. You can contact us at the following email: [contact-me@wakeupfromslumber.com](mailto:contact-me@wakeupfromslumber.com).

Once address has been verified as correct, you will be asked to contact your local post office to ensure it is not being stored and held there for pickup.

After both these steps are completed, and you still have not received your order, please contact us using the email noted above. We will look into the issue and investigate it future as well as offer a free replacement if we are unable to determine there was no error the customer's information.

In like manner, if an order is returned due to an incorrect or incomplete address, we will be notified and contact you with an option to replace the item or be fully refunded.