



# Return/Refund Policy Information

Thank you for visiting and shopping on our site. If you are not entirely satisfied with your purchase, we are here to help. 49 Bespoke Inc. wants to be sure that the purchase made is the right purchase for you. We understand that sometimes it does not fit, or it was not what you were looking for and expecting from the purchase. We will accept returned product within 14 days of the date on the original purchase receipt with a 25% restocking fee and with the following conditions.

## **49 Bespoke Inc. will accept returns if:**

- Items have a Return Authorization (RA) number.
- Items are returned within seven (7) days after the RA is issued.
- Product(s) must be in original retail packaging.
- All parts that accompany the product are in the original packaging.
- Product has no evidence of being damaged or used.

## **49 Bespoke Inc. will not accept returns if:**

- Products are not in original retail packaging.
- Products do not have an RA number.
- There is a hygiene issue with the product.
- The product is a custom or special order.
- The product is an ordered replacement part.
- The products do not meet Manufacture's Return policies.

## **Procedure**

Please call our office at 416-661-4499 (or toll free at 866-827-4548) to receive a "Return Authorization (RA)" number. Once you have received the RA number you can send the item(s) back to 49 Bespoke Inc. We are NOT responsible, nor will we pay for the cost of shipping product returns.

## **Refunds**

Once the item is received at our facility, you will receive notification that it has arrived. We will inspect it and immediately notify you on the status of your refund. If your return is approved, we will initiate a refund to your credit card (or original method of payment). How quickly the credit will appear on your account is dependant on your credit card's companies' policies. Note: Your credit will reflect our 25% restocking fee.

## **Contact Us**

If you have any questions on how to return your item to us, please contact us.

**51 Caldari Road, Units 6-7 Concord, ON L4K 4G3 T: 416-661-4499 F: 613-661-8903**

**E: [49@49Bespoke.com](mailto:49@49Bespoke.com) W: [www.49Bespoke.com](http://www.49Bespoke.com)**