



# Return Shipping Policy

## Shipping Costs Responsibility

- Customers are responsible for all return shipping costs for non-defective items
- N L SIMPSON LLC will cover return shipping costs only for defective or incorrectly shipped items
- Return shipping reimbursement for defective items will be processed after inspection confirms the defect

## Recommended Shipping Methods

- We recommend using a trackable shipping service for all returns
- Please retain your tracking information until the return process is complete
- For US customers: USPS, UPS, or FedEx are recommended carriers
- For international customers: DHL, FedEx International, or your local postal service with tracking

## Return Shipping Address

- All returns must be shipped to the address provided in your return authorization email
- Returns sent without prior authorization may experience processing delays
- Please include your Return Authorization Number (RAN) on the outside of the package

## International Return Considerations



- International customers are responsible for all customs duties, taxes, and fees associated with return shipping
- Please mark returns as "Returned Merchandise" to avoid additional customs charges
- Processing time for international returns may be extended due to customs clearance procedures

## Tracking and Insurance

- We strongly recommend purchasing shipping insurance for returned items
- N L SIMPSON LLC is not responsible for items damaged or lost during the return shipping process
- Please provide tracking information to [support@nlsimpsonllc.com](mailto:support@nlsimpsonllc.com) when you ship your return

## Printful-Fulfilled Items

- For items fulfilled by Printful, returns must follow the specific instructions provided in your return authorization
- Different product categories may have different return shipping requirements

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