

# Returns, Refunds, and Exchanges Policy

## How To Return An Item:

All returned items must be in their **original unused condition**, unless there is a manufacturer's defect. Items must be returned within 30 days of purchase.

1. Please send email to [info@stssox.com](mailto:info@stssox.com) to request a refund or Exchange. You will be assigned a Return Authorization # (RA#).  
Send returned item(s) with Return Authorization # to:
2. STS COMPANY  
Returns Department /RA # \_\_\_\_\_  
655 Redwood Highway, Suite 310  
Mill Valley, CA 94941
3. Include in your package a signed letter stating the reason for your your return/exchange and the original Invoice and/or Packing slip.

## Return Exceptions:

Merchandise that has been opened, used, or altered will not be accepted for return or exchange.

# Product Shelf Life:

Shelf life of the slipper sock is one year from the date of manufacture. Shelf life of all other products is 18 months from the date of manufacture. Date of manufacture is indicated as the first six numbers of the lot # on the packaging label. Most products are shipped within a week or two from the date of manufacture.

# Restocking Fee:

All items are subject to a 20% restocking fee. This will be deducted from your refund. We also do not refund the original shipping and handling costs unless STS was responsible for incorrectly filling the order.

# Exchanges:

**ALL EXCHANGES MUST OCCUR WITHIN 30 DAYS OF RECEIVING YOUR ORIGINAL ORDER.**

If your item is in new condition, you may exchange your item for a different size or product. You will not be subject to a restocking fee in this case, but you will be responsible for relevant shipping costs and any difference in cost if the product is exchanged for a more expensive item.