

Return Policy

Last Updated: Dec 15, 2015 02:13PM MST

What can be returned?

Any product that is defective CAN be returned. Items cannot be returned for reasons such as: you changed your mind; it was a gift you did not like; ect. All products sold on this website benefit Luv-a-Dad, a 501c3 nonprofit organization. None of the profit goes to a different business or individual. Many of the items are handmade and/or donated items. Please consider all transactions as you would a donation. Your money is going to a good cause and will not be refunded unless the product is defective.

When do items need to be returned?

Please contact us within 15 days of receiving a product, for a return. If we have not been contacted within 15 days of you receiving the product, we will consider the defect of the product to not be fault of ours. You can contact us at luvadad@gmail.com or 970-581-2830 for return comments/questions.

Where do items need to be returned?

P.O.Box 338141, Greeley, CO

Please do NOT send any item back without first notifying Luv-a-Dad at luvadad@gmail.com or 970-581-2830.

How do customers return items?

Before returning any items, please contact Luv-a-Dad at 970-581-2830 or luvadad@gmail.com and explain why the item is defective. You will be offered to exchange this item for one in good condition or return the item. You will then be instructed to return all defective items to P.O.Box 338141, Greeley, CO. You will be given a return form that must be filled out and placed in your return box. Please do NOT send any item back without first notifying Luv-a-Dad at luvadad@gmail.com or 970-581-2830.

Shipping for returns?

For refund returns: The customer will pay for the return shipping. If the product is found to be defective, the customer will be refunded the full amount paid, including shipping, plus the return shipping fee. Please be sure a copy of the receipt for shipping is either included in the return box or emailed to luvadad@gmail.com.

For exchange returns: The customer will pay for the return shipping. If the product is found to be defective, the customer will be sent a new item in good condition to exchange the defective one. The customer will then be refunded the return shipping fee they paid. Please be sure a copy of the receipt for shipping is either included in the return box or emailed to luvadad@gmail.com.

Credit for returns?

Return credits will be given back to the customer in one of two ways: (1) the credit will be placed back on to the credit or debit card used for the original payment transaction, (2) a check will be sent by mail in the amount of the credit.