



Brevard Soccer Academy Fan Gear Return & Refund Policy

Thank you for shopping at Brevard Soccer Academy Fan Gear Store. We strive to ensure your complete satisfaction with your purchase. Please read this policy carefully, as it outlines our guidelines for returns, refunds, and exchanges.

Standard Products Return Policy

- Returns are accepted within 30 days of delivery
- Items must be unworn, unwashed, and in original packaging with all tags attached
- Original proof of purchase is required
- Return shipping costs are the responsibility of the customer unless the item is defective

Customized Products Policy

Definition of Customized Products:

- Jerseys with player names/numbers or other custom text
- Custom-printed apparel
- Personalized fan gear
- Made-to-order items

Return Conditions for Customized Items:

- Customized items cannot be returned unless defective
- We will accept returns for customized items ONLY in the following cases:
 - Manufacturing defects
 - Incorrect customization (different from what WE printed vs. what was ordered)
 - Shipping damage
 - Wrong size shipped (different from size ordered)

Non-Refundable Customization Scenarios:

- Customer errors in spelling of names or other words
- Customer errors in jersey numbers
- Customer errors in size selection
- Any other customer-provided customization details that were printed as specified in the order
- Please note: We strongly recommend double-checking all customization details during checkout

Brevard SA, PO Box 120125, West Melbourne FL, 32912

www.BrevardSoccer.org

Refund Process

1. **Standard Items (excludes customized items)**

- Full refund to original payment method
- Processing time: 5-7 business days after receipt of return
- Shipping costs are non-refundable

2. **Defective Items (including Customized)**

- Full refund including original shipping costs
- Return shipping will be covered by store

How to Initiate a Return

1. Contact customer service within the return period
 - a. Fill out the return form (located on the BSA Fan Gear Store webpage)
 - b. Email return form to customer service
2. Receive Return Authorization (RA) email
3. Package item securely with all original tags and packaging
4. Include RA email with the return package

Exchange Policy

- Size exchanges are available for non-customized items
- Exchange requests must be made within 30 days
- Exchanges are subject to product availability
- Price differences will be charged/refunded accordingly

Quality Guarantee

We stand behind the quality of our products. If you receive a defective item:

- Contact us within 48 hours of delivery
- Provide photos of the defect
- We will arrange return shipping at our expense
- A full refund will be issued to your original payment method

Exceptions

- Sale items are final sale unless defective
- Seasonal items may have modified return periods

Contact Information

For any questions or to initiate a return:

Email: eik.moesgaard@brevardsoccer.org

Updates to This Policy

We reserve the right to update this policy at any time. Changes will be posted on our website with the effective date.

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