

COTIVITI

THE SWAG SHOP / SHOPIFY / PRINTFUL REFUND / RETURN / EXCHANGE POLICY

Refund / Return / Exchange Policy

Returns

At this time, our store does not provide returns, unless items are misprinted / damaged / defective. Any claims for misprinted / damaged / defective items must be submitted to TheBrandTeam@cotiviti.com within two (2) weeks after the product has been received. For packages lost in transit, all claims must be submitted no later than two (2) weeks after the estimated delivery date. Claims deemed an error by the vendor (Printful) are covered at vendor's expense.

To submit a return request, please submit photo(s), order details including order number, and any additional details in an email to TheBrandTeam@cotiviti.com. A problem report will be sent to the vendor (Printful) by The Brand Team. Please do not return package to return address on shipping label or ship to any Cotiviti office location.

Refunds (if applicable)

Once your return has been processed by following the outline process, we will notify you of the approval or rejection of a refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at TheBrandTeam@cotiviti.com.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at TheBrandTeam@cotiviti.com and follow the outline returned process above. Please do not return package to return address on shipping label or ship to any Cotiviti office location.

Shipping

Please do not return package to return address on shipping label or ship to any Cotiviti office location. Please follow outline return policy listed above.