

Returning Policy

Return With Receipt:

If your Redway purchase does not meet your expectations, it can be returned for a full refund. Redway also does exchanges as long the return is still in original packaging. You will have 14 days to return any Redway product at any of our brands. Payments will be refunded the same way you purchased the item except.

- Purchases made with “Zelle®” will be refunded in cash
- Purchases made with Checks will be refined in cash or PayPal®
- If is is past the 14 day timeline Redway will give you a refund in a gift card form
- Online purchases will be refunded in PayPal® or cash

Return Without Receipt:

Redway will still accept returns without receipt but we will not refund it by cash or PayPal® (Cash App®, Venmo®, Google Pay®, or Zelle®). Redway will only exchange or give you a gift card for that product.

- We only accept returns if it is in original packaging (Unless damaged or dirty)
- Refunds will be given at lowest price in the past 14 days
- Gift cards and exchanges will be the only option for the return in this case.

Exceptions:

- Gift Cards cannot be exchange or returned unless the card does not work
- Custom products cannot be returned unless damaged, if so we will fix it free of charge
- Body Pillows can be returned but you will only receive 50% of the price instead of a full refund
- Items bought with rewards or gift cards can be returned in rewards or be put back into a gift card.

Redway®

Red Tag Companies®

Red Tag Treats®