

# ONLINE RETURN POLICY

Effective as of: July 30 2024

**1. RETURNS.** We allow returns for refund only. We do not allow exchanges. For items purchased online, returns are accepted within 30 days of the delivery date. To initiate a return, please contact us at [toekneecrawler@gmail.com](mailto:toekneecrawler@gmail.com) to obtain a return authorization. Be sure to include the item's order number and your reason for the return. Returns that are shipped without authorization may not be accepted. Please allow up to 10 business days for your refund to be processed once we receive your return.

**2. RETURN SHIPPING.** Return authorization for items shipped in error, or items being returned/exchanged because they are defective or damaged, will include a pre-paid shipping label. Return shipping on items that are being returned/exchanged for other reasons will be paid for by the customer.

**3. ELIGIBLE ITEMS.** The following items: Clearance items, Final Sale items, Perishable items, Special-Order items, Custom Products, and Gift Cards are not eligible for return/exchange. We reserve the right to refuse any return/exchange, at management's discretion, if the item being returned/exchanged does not meet the criteria set forth within this policy.

**4. CONDITION OF ITEMS.** Except for items that were damaged when purchased, items may be "open box" but must be unused, undamaged, and complete with all original packaging.

**5. FORM OF PAYMENT.** Refunds, if issued, will be issued in the original form of payment minus shipping and handling fees unless otherwise stated. If the original form of payment is unavailable, store credit may be issued at our discretion.

**6. RESTOCKING FEE.** Except for items that are returned/exchanged for being damaged or defective, to cover the cost of inspecting, repackaging, and restocking certain items, a restocking fee of 15% (or the maximum amount permitted by law, whichever is less) may be assessed for the following items or types of items: All Toeknee Crawler products. The restocking fee will be deducted from the refund amount, if any, where permitted by state law.

## **7. OTHER TERMS AND CONDITIONS.**

Send all Returns to  
Text The Universe LLC  
13209 Filmore st.  
Pacoima, CA 91331

If you have any questions about this return policy, please contact us at [ToeKneeCrawler@gmail.com](mailto:ToeKneeCrawler@gmail.com)  
Phone: 818-621-6917