

# **SOUTHEASTERN HOMICIDE INVESTIGATORS ASSOCIATION (SEHIA)**

## **REFUND POLICY**

SEHIA has a 14-day return policy, which means you have 14 days after receiving your item to request a return for store credit.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, contact us at [jenspears@sehia.org](mailto:jenspears@sehia.org). If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at [jenspears@sehia.org](mailto:jenspears@sehia.org).

## **DAMAGES AND OTHER ISSUES**

### **Exceptions / Non-returnable items**

Certain types of items cannot be returned: Stickers if adhesive backing has been removed, flags if they have been flown, patches if they have been stitched or glued. Contact [jenspears@sehia.org](mailto:jenspears@sehia.org) if you have any questions.

### **Exchanges**

SEHIA does not exchange items. To ensure you get the item you want, make a separate purchase for the new item for which you have started a return and the return has been accepted.

### **Refunds**

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be given store credit.