Fireflies Sporting Goods Return & Exchange Policy

Thank you for choosing **Fireflies!!** We're here to make sure your experience is smooth and hassle-free! Thank you for being a part of the Fireflies community!

We want to ensure you're completely satisfied with your purchase. If you need to return or exchange an item, we've made the process as easy as possible.

Return Window

- Returns are accepted **within 14 days** from the date of purchase.
- Items must be **unused**, in **original packaging**, and have **tags attached**.
- A **receipt** or **proof of purchase** is required for all returns or exchanges.

Refunds

- Refunds will be processed to the **original payment method**.
- Please allow **5–7 business days** for the refund to appear in your account.

Exchanges

- We gladly offer **exchanges** for size, color, or defective items, as long as they meet the return conditions.
- If you wish to exchange for a different item, please visit the store or contact our customer support team for assistance.

Non-Returnable Items

For safety and hygiene reasons, the following items cannot be returned:

- **Gift cards**
- **Final sale items**
- **Customized or personalized items**
- **Open nutrition, safety gear, or protective equipment** (such as mouthguards, first-aid kits, etc.)

In-Store Purchases

- If you made your purchase in-store, simply bring your item along with the original receipt to **any Fireflies location** for a return or exchange.

Online Orders

- For returns on online orders, please email our customer support team at **crew.fireflies64@gmail.com** or call us at **((423-549-4367** to initiate the return process.
- Customers are responsible for **return shipping costs** unless the item is defective or incorrect.

Defective or Damaged Items

- If your item is defective or damaged, please contact us within **7 days** of receiving the product.
- We will offer a **full refund** or **replacement** for defective items.

How to Return Your Item:

1. **In-Store:** Visit any Fireflies location with your receipt and product.
2. **Online:** Email **crew.fireflies64@gmail.com** with your order number and return request.