

# WEATHERPROOF.

## Return Policy

### RETURNS

If you are not 100% satisfied with your purchase, you have 90 days from ship date to return your item(s) for a full refund. Visit our [Return Portal](#) and submit the form to receive a prepaid mailing label. Please print out the label and return the item(s) in the original box. Items returned must be unworn, unaltered, and with tags still attached. Please allow up to 21 days for processing of all returns.

**\*Please Note\*** If you choose not to use our return label you will be responsible for the return shipping fees. We recommend that you use a shipping service with tracking and/or insurance, as this will provide you with recourse in the event that your package is lost or damaged in transit. (Weatherproof will not be responsible). If you choose this method for your return, please email us at [costco@weatherproofgarment.com](mailto:costco@weatherproofgarment.com). The order number must be on or within the package.

During peak shipping seasons, please be advised that shipping services like UPS and USPS have reported delayed tracking information. If your order shows delivered, please allow two additional business days for the package to be delivered. Once the package is with the shipping service, Weatherproof cannot change the shipping priority or the destination address until delivered.

[VISIT RETURNS PORTAL](#)

### WRONG, DAMAGED, OR DEFECTIVE ITEMS

If the item arrives damaged, the customer must submit an image of the damage using the Return Portal within five business days of receiving the damaged item. The customer must also return the product unworn, unaltered, and with tags still attached, unless damaged. Once we receive the item, an exchange will be processed for the exact same item within seven business days. If that item is no longer available due to no fault of the customer, a refund will then be provided back to the original form of payment.

If you have received the wrong product from Weatherproof, or if it arrives defective or damaged in transit, please contact us through the [Return Portal](#). We will make sure that the situation is resolved for you.

### THIRD-PARTY REFUNDS

Please be advised that Weatherproof is a third-party vendor to Costco. Any returns should be processed using our return portal [here](#). Returns and/or refunds will not be accepted or provided at any Costco locations.

## **EXCHANGES**

We do not offer exchanges at this time with the exception of promo items. Please follow return instructions above and place a new order.

## **PROMO ITEMS**

We understand that sometimes an item is not exactly what you expected or the fit is too large or small. In order to ensure that members are able to maintain the promotional price purchased and they would like a different size or color, those items will be eligible for exchange for a limited time. Please use our [Return Portal](#) and follow the instructions to make your exchange. Exchange replacements are subject to availability.

[VISIT RETURNS PORTAL](#)