



RETURN POLICY

Thank you for your purchase, and we hope you are pleased. However, if you are dissatisfied for any reason, please read our Return Policy below.

RETURNS:

Returns must be postmarked within thirty (30) days of the invoice date, and all items must be brand new and unused. The original tags/labels are still attached, and manuals/instructions are included.

All returned items are subject to a 10% restocking fee. Return shipping and restocking fees will be waived if a customer receives the incorrect product.

Items labeled "Last Chance" or "Sale" are final sales and cannot be returned for a refund or exchange.

RETURN SHIPPING COST:

I Prepped, LLC, currently does not offer free shipping on returns. I Prepped, LLC, will only cover return shipping if the customer receives the incorrect item. Otherwise, all return shipping costs are the sole responsibility of the customer.

RETURN PROCESS:

To begin a return, either complete this form or send an e-mail to customer service explaining why you wish to return an item. In the event the item has been damaged, please refer to the Damaged Items section of this policy.

Customer support will issue you with a Return Merchandise Authorization (RMA) number in 1 to 3 business days. *Sending a shipment before getting this number will result in a forfeiture of a refund. No exceptions!*

After receiving your RMA number, prepare your shipment and make sure to check the following items:

1. The item is in its original packaging.
2. The original tags and labels are attached.
3. All manuals and instructions are included.
4. *A copy of the return form included in the email from customer support.

*If you are unable to print the full return form, please contact us at returns@iprepped.com for an alternative solution. This form is necessary in order for us to process your return correctly.

Send the return package to (replacing the "###" with the actual RMA):

I Prepped, LLC
RMA ###-##
40 Plaza Way, Ste. 8-182
Mountain Home, AR 72653

DAMAGED ITEMS:

I Prepped, LLC, is not liable for any damage that occurs during shipping. We make every effort to package items to prevent damage during shipment, but if your package arrives damaged, please follow these steps:

1. Before opening the shipment, take pictures of the outside to document any carrier damage, such as a crushed box or an open or resealed box.



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2. Open the package and take additional photos showing the potentially damaged item still in the shipping box along with the packaging material.
3. Take the item(s) out of the package and inspect for damage. If there is damage, please refer to Return Process section of this policy.

We appreciate your assistance with the above steps as the information will help us file a claim with the carrier for damaged items.

REFUNDS:

After inspecting the condition of the returned item, we will arrange your refund within five (5) business days. Once your return has been processed, we'll send you an email with your refund status.

EXCEPTIONS:

Please keep in mind that items related to Food, Hygiene, or Hydration cannot be returned for a refund. Unless otherwise stated, all sales are final.

CONTACT US:

If you have any questions about your return, please contact customer service at returns@iprepped.com.

Customer service hours are 8:00 a.m.–5:00 p.m. (CST), Monday through Friday. Customer service is closed on Saturday, Sunday, and all major holidays.

Thank you for your business. We appreciate it!

This Return Policy is part of our Terms and Conditions ("Terms") and should be therefore read alongside our main Terms and Conditions. This policy will apply to any order you place with us.

Last updated July 31, 2022