



SUPLAY.COM

Suplay Products - Wrestlers' World
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WARRANTY and RETURN POLICY INFORMATION

IMPORTANT:

DEFECTS: (30 day warranty)

The wearable wrestling equipment that you have purchased from Suplay Products – Wrestler's World has a 30 day Warranty against defects. Any product that is identified as a manufacturer defect must be returned within 30 days with receipt showing date of purchase.

If the merchandise is defective, we reserve the right to repair, replace or adjust in accordance with industry standards. All merchandise must be cleaned prior to returning.

Repairs or replacements are not done after the 30 day warranty has expired.

RETURN/EXCHANGE: (within 15 days)

Merchandise can be returned/exchanged providing they fall within the following conditions and exceptions:

- If the merchandise is returned for exchange of size, color or style due to our error in shipping:
 - No charges will apply
 - You will be provided a label to attach to the package for returning.
 - The Item must not have been worn or used and must be in original packaging.
- If customer has made the error when ordering:
 - The customer will be responsible for shipping costs, both ways.
 - The Item must not have been worn or used and must be in original packaging.
- If customer does not want merchandise and wishes to return it:
 - Customer will be responsible for shipping charges.
 - The Item must not have been worn or used and must be in original packaging. DO NOT attach labels or write on shoe boxes! Wrap shoe boxes before taping.
 - Customer will pay a 20% restocking fee.
 - Worn or used merchandise will NOT be accepted.

RETURN PROCESS:

Returns may be made in person or by mail, providing you meet the conditions and exceptions below. For those making a return by mail, please follow these steps:

- Contact Suplay for a Return Merchandise Authorization Number(RMA#). Packages without an RMA will NOT be accepted!
- The package must be clearly marked with RMA number. Place this number inside and outside the package for identification.
- The Item must not have been worn or used and must be in original packaging. DO NOT attach labels or write on shoe boxes! Wrap shoe boxes before taping.
- if a label isn't provided for you , you must prepay all shipping costs.

IMPORTANT!! Wrestling shoes are designed to be worn on the wrestling mat only...not the gym floor, locker room, or outside. We WILL NOT replace, exchange or repair shoes that have been worn off the mat for any reason! Wrestling shoes are designed to be very light and flexible. They will not hold up under wear off the mat. All warranties are void immediately upon wearing the shoes off the mat.

DO NOT WASH SHOES! WIPE DOWN WITH A DAMP CLOTH(WATER) ONLY.

Printed tee-shirts, undergarments, and mouthguards are NOT returnable! No exceptions!

No customized apparel (ie..singlets, warm-ups, tee-shirts) may be returned for any reason other than an error in printing or a defect as listed above. Lycra singlets will stretch with wearing. They should fit "snug" at first. DO NOT IRON SINGLETS!!