

How To Return An Item

Your item must be in its original unused, unopened condition to be returned, unless there is a manufacturer defect. You must return the item **within 30 days** of your purchase.

1. Please email breakfree@kaaylavedder.com to request a refund and we will assign you a tracking #.
2. Mail your returned item to:

Kaayla Vedder Returns Department

344-33771 George Ferguson Way, Abbotsford, British Columbia, Canada, V2S 2M5

3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Some items cannot be returned if they are opened. These include music, software, software media, and video games.

All services and downloadable items are non-returnable or refundable.

Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

If your clothing item is in like new condition, you may exchange your clothing item for a different size or color. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping.

Payment Policy

Accepted Methods of Payment

- Credit Card (Visa, Master Card)
- E-transfers/Money Order
- PayPal

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.



Mailing Address For Money Order

Kaayla Vedder Returns Department
344 - 33771 George Ferguson Way, Abbotsford, British Columbia, Canada, V2S 2M5

Shipping Policy Turnaround

All orders are shipped within 48 hours Monday - Friday 8am - 5pm PST. Excluding Statutory holidays.

Carriers

We use the following carriers to deliver our orders:

- USPS
- UPS
- FedEx
- DHL

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

~ Last Edited on 2015-02-22 ~

