

Standard Return Policy

With our simple returns process, you can shop online worry-free.

If something doesn't work out, you can send most items back within 7 days of delivery.*

- **Start the return process within 7 days of receiving your item.**
- **We inspect all returned items. The product must be in new or unused condition, with all original product inserts and accessories.**
- **Shipping costs will be the responsibility of the customer in cases of buyer's remorse returns, such as an item didn't fit, didn't like the color/quality, changed your mind, ordered by mistake, bought it somewhere else, etc.**
- **We will refund the cost of the merchandise and shipping charges if the return is a result of our error or defective product.**
- **Ship the product as soon as possible so it arrives at our facility within 15 days of receipt of the item.**

You should note that this return policy does not apply to Marketplace Seller products (approved 3rd party sellers on Dtribals.com). For their return policy, please refer to the Seller's individual policy, located on the product page by clicking on the Seller's name.

How to Return an Item

Click [here](#) to log into **My Account** to fill out our return initiation form to receive your shipping label and return instructions. Don't have an account? Check out our step by step guide, [How to Return an Item](#).

Defective Product and Returns Due to Our Error

If there are mistakes with your order, or products arrive defective/damaged at the time of receipt, we'll make it right by:

- **Sending you replacement parts or accessories**
- **Replacing the product or**
- **Issue a refund****
- **And we'll also cover the cost of any return shipping**
- **If the product is not defective, return shipping fees will apply.**

Non-Returnable Items

What Items are Non-Returnable?

In accordance with federal and state guidelines and for the safety of our consumers, suppliers and carriers, some products are non-returnable and non-refundable. Please see below for information on product categories where these restrictions may apply.

Health and Beauty

- **Perfumes and Fragrances**
- **Skin Care Products**
- **Makeup and Nail Care Products**
- **Personal Grooming Products**
- **Aromatherapy and Massage Products**
- **Vitamins and Supplements**
- **Medical Supplies and Equipment**
- **Dental Care Products**
- **Insect Repellents and Sunscreens**

Personal and Perishable Items

- **Intimate Apparel**
- **Body Jewelry**
- **Products containing food items**
- **Flowers and Plants**

Other Non-Returnable Items

- **"As is" and "Final Sale" items**
- **Ink Cartridges**
- **Factory-Sealed sports collectibles**
- **Club O Membership**
- **Gift Cards**
- **Custom made item (Make to Order)**

Non-Returnable If Opened

- **Mattresses (unless damaged or defective)**
- **Mattress Toppers and Pillows**
- **Items sold in bulk or by the case**

For more information on product specific return policies, click [here](#).

Non-Returnable if worn, or if tags/liners are removed

- **Swimwear**
- **Designer Clothing**
- **Designer Handbags and Accessories**