

Return Policy

Any claims for damaged/misprinted/imperfect items must be introduced within 4 weeks after the product has been received.

For packages lost in transit, all claims must be submitted no later than 4 weeks after the estimated distribution date. Claims deemed a failure on our part are covered at our expense.

If you or your customers notice an issue on the products or anything else on the order. By the instructions in this video, please send a problem report:

The return address is set by default to the Almirio facility. When we receive a returned transport, an automated e-mail will be sent to you. After 4 weeks, unclaimed returns get donated to charity. If Almirio's facility isn't used as the return address, you would become responsible for any returned goods you get.

Wrong Address - If you or your end customer provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have accepted an updated address with you.

Unidentified - Goods that go unclaimed are returned to our address and you will be responsible for the cost of a reshipment your end customer or to yourself.

Returned by Customer - It is best to advise your end customers to contact you before returning any products. We do not refund orders for buyer's remorse, and size exchanges are to be offered at your expense and discretion. A new order, at your expense, would need to be placed for an updated size if you choose to accept or offer size exchanges to your end customers.

Notice for EU consumers: According to Article 16(c) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for the supply of goods made to the consumer's specifications or clearly personalized, therefore Almirio reserves rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose at all.