

SunBody Hats Return Policy on Retail Purchases

Your 100% satisfaction is guaranteed and we will accept returns of damaged or unsatisfactory merchandise, including used merchandise.

Custom hats *may* not be returnable, depending on the degree of customization. Please ask at the time of ordering. Custom hats would include hats not shown on our website.

We ask that you examine merchandise when you receive it and notify us immediately if everything is not okay.

Please call us for return authorizations.

Palm-leaf hats are very tough and will wear longer than the average straw hat. But they are not indestructible: they will wear out, darken with age, and break when they are creased when dry. Palm leaf hats are known to have survived being run over by a truck or stepped on by a horse. But they may also break in such circumstances.

They can be worn in the rain, the river and the sea. But heavy rain or soaking will wash out some of the natural starch in the palm, leaving the hat softer and more flexible. It will still hold its shape. Soft hats can be re-stiffened with Interior-Exterior Elmer's Wood Glue, diluted and brushed on.

Returns for Reason of Quality: If you feel that your hat has not lasted as long as it should have, has defects in materials or construction, or that you have not gotten good value for your money, we will refund your money or give you credit toward another purchase.

Returns for Reason of Fit or Style. If the hat does not fit satisfactorily, or you simply decide that this hat is not right for you or the person it was intended for, you may return it within 60 days for a complete refund or credit toward the purchase of another product.

Hats bent in shipping or needing re-shaping. Re-shaping is something that you may well be able to do yourself, saving you the hassle of having to return it to us and wait for it to be returned. If you would like some coaching on this, give us a call, we'd be glad to help. The pressed Mexican palms are difficult to reshape.

Please call us for return authorizations.

We will not accept returns of hats that have been reshaped unless the quality was faulty. Unless, of course, you were trying to correct a problem and we had talked about it beforehand. It is best if you can spot any defects before re-shaping the hat. We understand, however, that there are times when the defect does not become apparent until you have gotten it wet and worked with it.

When Exchanging

(1) If you are exchanging a hat for the same hat and only changing the size, you pay for the shipping to return the hat to us; we will pay to ship the new hat to you.

Example: You are returning a 4" Brim Low Crown Cattleman size 7-1/4 and asking for the same exact hat in a size 7-1/8.

(2) If you have received the wrong product and the error is ours, we will pay for the shipping in both directions.

Example: You ordered a size 7-1/8 and we shipped a size 7-1/2.

Example: You ordered a cattleman and we shipped a gus.

(3) If you decide that you want a different style, or want to change the hat, you pay for the shipping in both directions and for any difference in price.

Example: You decide you want a different brim width or crown height.

Example: You decide you want a different color bound-edge or you want to add eyelets.

Refunds will be given within 2 business days of receiving your returned product.

Replacements will be shipped as quickly as possible, usually within a few days.

Returns should be sent to:

Returns

SunBody Hats

3580 E T C Jester Blvd

Houston, TX 77018

(Please write the return authorization on the box.

Include in the box:

(1) The original invoice **or**

(2) Original invoice number, your name and address, phone number and email address.

(3) A note indicating the reason for the return.

(4) What you want us to do: - Refund or exchange