concord
Your brand at its best

Return & Refund Policy

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Concord provides high quality products customized on demand for you. If you are not satisfied with your order, please contact Concord's Customer Service Return Team at returns@teamconcord.com or (800) 648-8588 –option 1.

Our standard policy for United States refunds and returns is that they must be processed within 30 days of delivery. Items must be new, unused, unworn, and not laundered. International returns or exchanges may be accepted under certain conditions.

Returns due to a manufacturing defect or Concord error will be replaced free of charge. In some instances, a refund may be given instead.

Items that have been customized may not be able to be returned. If Concord's Return Team determines that a refund will be issued, they will provide you with a return authorization and instructions for returning the item(s). The return authorization refunds the item price and any applicable taxes. No refunds will be given for shipping costs.

The customer is responsible for all return shipping fees and taxes, if applicable.

Your return authorization must accompany the returned item(s) to receive a refund on the item(s). No refunds will be given after 30 days of the return authorization date or for items sent to Concord without a return authorization. Original shipping charges will not be refunded.

***International Returns/Exchanges:**

Returns must be processed within 30 days of delivery. Items must be new, unused, unworn, and not laundered. When returns or exchanges are accepted, the customer is responsible for all return shipping fees and taxes, if applicable, to return the item(s) to Concord. Please note: if an exchange is approved, the new package must be shipped on the customer's third-party shipping account. No refunds are given on the original $35 international paperwork fee. Reshipped orders will be charged the standard $35 international paperwork fee.