

XR Brands Shipping and Return Policy

Estimated Shipping Transit Times:

Standard Shipping:	3-7 Business Days
UPS Ground:	1-5 Business Days
Express UPS 2nd Day:	2-Business Days
International Express:	UPS 3-5 Business Days

If you plan to use your own shipping company, please provide us with all relevant shipping information. This will include your freight company, address, phone number, contact person if available, email address, and any and all other required information in order to schedule your shipment properly.

Please note that due to high order volume, once orders have been processed by our office and picklists printed for the warehouse we will not be able to change the shipping method or make changes to the order such as changing quantities or adding/removing items.

Any requests to "add-on" must be processed as a new order and will have its own turnaround time based on the new order date.

Domestic Shipments:

We strive to ship all orders received within 72 hours from the time of receipt.

- Back orders are shipped per your instructions.
- All orders are shipped EXW Huntington Beach, CA.
- Orders are shipped via your chosen shipping method.
- The customer is responsible for all freight charges, insurance, handling charges and C.O.D. fees.

****Again, please allow 72 hours for us to process your order.***

International Shipping:

Customs and Brokerage Fees:

Customs departments of other countries may charge extra fees or tariffs for international shipments. Such fees vary, and you should contact your country's customs department to confirm what additional fees you will need to pay to claim your shipment. Because these fees vary, XR Brands will not calculate or include these fees in your total. The receiver will be responsible for any of these fees and charges.

Sitting Shipments

Holding Fee

Ready orders not picked up within 10 working days from notification are now subject to a storage fee of \$10 per day per pallet.

Canceled Shipments

Orders not picked up for more than 1 month from invoice date will be canceled and returned to stock automatically with a restocking fee of 25% invoiced to the customer

XR BRANDS DIRECT CUSTOMER RETURN POLICY

US Customers: All returned merchandise must be accompanied by an approved Return Merchandise Authorization (RMA) number. Please contact your XR Brands representative to request the RMA.

International Customers: Should report all mis-ships or damages of items, packaging or outer cartons upon receipt of their order, not to exceed 6 months from purchase date. Please email your Sales Rep: item #, qty, reason of damage or mis-shipment. Please do not discard of the product. Photos or videos if value exceeds \$100 USD of all that apply: damaged pallets, carton, retail packaging and items. You Sales Rep will inform you know how we will rectify the issue.

Unauthorized returns may be returned to customer at customer's expense, or subject to additional restocking fees and freight to be paid by customer.

Defective Merchandise may be returnable with prior authorization within 3 months of invoice date with exceptions below. Defective product, properly noted damaged product and returns that are the result of a XR Brands error may be returned at XR's expense and for a full credit, subject to the other provisions of this policy.

Exceptions:

1. Defective Full size dolls: Defective doll returns will be accepted within 30 days of receipt of goods after review of submitted images of outer packaging, inner packaging and the doll defect. XR Customers including distributors must inspect each doll received for any damage upon arrival and immediately request an RMA. Dolls should be stored or displayed in standing position only with no limbs bent and with all clothing and wigs removed. If using the doll stand (XR986) to display the doll, lower the seat of the stand to the lowest possible position. The position the doll on the floor away from the stand and display to bend the joints of the doll into the correct position to stand on its own freely. Then, with two people, lift the doll by the armpits and position it over the stand and in the display. Reposition again until the doll stands on its own, unsupported. Then raise the seat of the stand up to the point it is barely touching the doll and lock in place. Dolls weight should be completely supported by its feet and not by the seat of the stand. The stands seat is only to be used to help balance the doll and prevent it from falling forward or backwards. If not positioned properly, over time the doll material will start to tear from the pressure against the stands seat. Dolls must be stored or displayed naked to avoid material interaction with other plastic materials that are often found in panties, bras, wigs, clothing and shoes. Dolls skin is somewhat fragile and can be pinched when moving if not handled properly. All dolls are inspected for tears before they are shipped to customers. Therefore skin tears will not be accepted as a defective return reason. XR does not provide spare cartons for defective return so please do not discard the box the doll arrived in. It is the responsibility of the Customer who purchased the doll from XR to relay this information to their customers. Returns from secondary customers will not be accepted. They must be processed between XR's direct customers and XR only within the window above. Used dolls will not be approved for return.
2. Thunderstick Wand, Thunderstick 2.0 and the Divinity Wand hold a 1-year warranty.
3. Inmi Shegasm, Vibrassage & Lickgasm products hold an extended 5-year warranty.

Merchandise: Non-defective returns will incur a 25% restocking fee and must be returned within 3 months of purchase. Returns for credit must be in resalable condition which will be determined upon receipt.

The following conditions will not be considered for return:

- Used products
- Special or custom products made to customer specifications
- Products returned in altered or damaged packaging.

- Issuance of RMA number does not guarantee credit. Credit issuance is dependent on confirmed receipt/review of returned products and is subject to the other terms of this policy.

Damages or Shortages: Customer must notify XR Brands of any damages in transit or shortages within five (5) business days of receipt, or XR will hold no obligation to process credit or arrange for product replacement.

Products Shipped in Error by XR Brands: Customer must notify XR Brands of any shipping errors or disputes within five (5) business days of receipt. Products shipped in error by XR Brands are freely returnable for full credit, provided that such returns are made within thirty (30) days of receipt.

XR BRANDS CONSUMER PRODUCT WARRANTY POLICY

If your product fails to work due to any defect in workmanship or materials, XR Brands Warranty Department Representatives will work with you on an amicable solution. All defective items will be replaced with brand new items. If the item you purchased has been discontinued, our Representatives will work with you on a comparable replacement item. The Consumer will be responsible for shipping the item back to our facility for replacement.

- All of XR Brands products come with a 30-day limited warranty, unless otherwise noted.
- The Thunderstick Wand, Thunderstick 2.0, Divinity Wand and Bloomgasm hold a 1-year warranty.
- The Shegasm, Vibrassage & Lickgasm by INMI products hold an extended 5-year warranty.

You will need to contact Customer Service to obtain an RMA number. Our Warranty Department can be reached Monday through Friday from 8:00 AM to 4:30 PM.

Toll Free: 888-261-4181

Direct: 714-933-7281

Email: endusersupport@xrbrands.com

WARRANTY SUBMISSION REQUIREMENTS:

To obtain a Manufacturer Warranty of your product, we require the following information:

1. Proof of purchase in the form of a copy of the original receipt showing the defective item and the date of purchase. A warranty replacement will not be issued unless a proof of purchase can be provided.
2. A short description of what the issue is.
3. A photograph of the defective item may be required.
4. An RMA number which will be given to you when contacting Customer Service.

Once your RMA has been processed by our Returns Department, we will contact you with your replacement information. If the item is found to have been opened in a manner in which the inner workings and/or wiring has been exposed, the warranty will be null and void.

PRODUCT WARRANTY CLAIMS FORM:

Please read our returns and warranty requirements before contacting XR Brands.

[Click here to obtain the warranty claim form](#)