

KINDTHREAD CANADA / WHITE CROSS

RETURN POLICY AND PROCEDURES

At White Cross, we take immense pride in the quality of our construction and stand firmly behind our products. We are committed to delivering items that are flawless in fabric, materials, and craftsmanship. Your satisfaction is our top priority. If for any reason you are not completely satisfied, please let us know right away, and we will address your concerns immediately.

RETURN AUTHORIZATION IS REQUIRED

To obtain an RA#, contact your sales representative or White Cross Client Services at 1-800-909-9060. You may also email your request to service@whitecross.com.

RETURN ADDRESS CANADIAN CUSTOMERS

White Cross Returns
9600 Rue Meilleur, Suite 950
Montreal, QC H2N 2E3

RETURN ADDRESS USA CUSTOMERS

White Cross USA/Metro CB
156 Lawrence Paquette
Champlain, New York 12919

The RA# must appear on the outside of all cartons or packages or it will be refused by our receiving department.

INSTRUCTIONS FOR RETURN OF MERCHANDISE

1. Any return received "Collect-COD" will be refused and sent back to the customer.
2. Package the product carefully to ensure its safe arrival to White Cross.
3. Return only the items listed on the return authorization.
4. All return requests must be made within 30 days of receipt of goods.
5. Goods being returned must be shipped back to White Cross within 30 days of the receipt of the RA# obtained from White Cross.
6. Restocking Fee is 20%.
7. All returned products must be in their original packaging and condition, not washed or ticketed.

No credit will be issued until inspection of the merchandise is completed and approved by the Returns and Receiving Dept. Any deviation from our policy will delay your credit.

SHIPPING DISCREPANCY

Shipping inaccuracies should be reported within **10** days of receipt of goods. Ex: Items not ordered, wrong style, size, color, etc.

SHORTAGE AND/OR OVERAGE CLAIMS

Report any shortage or overage in a shipment to the Client Services department within 5 days of receipt of shipment.

DEFECTIVE PRODUCT

We guarantee our products to be free of defects in workmanship, fabric, and material flaws. Any unworn garment may be returned within a reasonable time frame.

EMBELLISHED GARMENTS

All garments with a Value-Add Service applied are final sale and cannot be returned for refund or exchange. Ex: Embroidered names, logo application, sewing application, etc.

RETURNS NOT ACCEPTABLE

Garments that have been worn, damaged, stained, and/or laundered. Items classified as while supplies last, discontinued, and products we have notified the market that we will be discontinuing.