

Disclaimer

When purchasing a product from www.3WD.com or www.ThreeWiseDonkeys.com, you are fully aware that the product you purchased is customized and personalized to your style and taste, and therefore, product may only be exchanged within 10 working days from delivery date; and only in the case of defect or other possible error. In the case of exchange, you may only replace the item with an identical product (i.e. Cut, Color, Design/Art, Variation).

We have a system in which we check products twice before it is shipped to you, to eliminate the dispatch of a damaged product. Therefore, damage mostly occurs if you mistreated/mishandled the product, or washed it in a way other than that described in the Washing Instructions included in every shipment, and for every garment in the order.

Garment Size

Almost every clothing brand on the market has its own set of sizes, so please make sure to check the Garment Page on the website, to select your correct size.

Garment Defects & Shipping Damage

If the merchandise was defected or damaged during shipment, you will receive a replacement. In this case the merchandise must remain in the original packaging, tag attached, and unused.

Wrong Design/Artwork

Since 3WD™ automates every phase of the production process, it is almost impossible to dispatch a wrong item, meaning wrong Apparel or printed Design, but errors do happen nonetheless, and if so occurred, please do return the item along with the original Invoice for verification. Please note that our Invoice and Receipt include a visual reference of the created apparel.

How to Exchange

If you wish to return an item, please contact support@3wd.com. You will be provided with a return form that must be completed. Use the original packaging (if possible), include the return form and item(s) to be returned, and seal the package securely with tape. We recommend using protective packing materials to minimize any damage to the product(s). For your protection and to ensure prompt delivery, we recommend that you send your return via Fedex or insured Parcel Post and retain the receipt. 3WD™ is not responsible for return postage, insurance, or lost items.

Refunds

If for whatever reason an exchange is unavailable, you will receive a Refund for the returned item via the original method of payment. Return shipping fees are at the customer's expense and are non-refundable.

Return/Exchange Address:

Three Wise Donkeys™
51, Gloucester Street
Boston, MA, 02115, USA

Support Address:

support@3wd.com