

SFOI, Inc. Returns, Refunds and Exchanges Policy

- How To Return An Item:

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item within 30 days of your purchase. Please email info@sfoi.org to request a refund and you will be assigned a tracking #.

Mail your returned item to:

Sports Fan Outreach Int'l, Inc.
Returns Tracking #
200 W Martin Luther King Blvd
Suite 1000
Chattanooga, TN 37402

Include in your package a signed letter stating the reason for your return and the original receipt.

- Return Exceptions:

Merchandise that has been worn, used, or altered will not be accepted for return or exchange.

- Restocking Fee:

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

- Exchanges:

If your item is in like new condition, you may exchange it item for another version or color. You will not be subject to a restocking fee in this case, but you still will have to pay return shipping.

Shipping Policy

- Turnaround:

All orders are shipped within 48 hours Monday - Friday 8am - 5pm.

- Carriers. The following carriers are used to deliver our orders:

USPS
UPS

FedEx

- Shipping Rates:

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

- Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

- Privacy Policy:

This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

What information do we collect? We only collect information that is needed in relation to your order.

This includes your:

Billing Address

Shipping Address

Email Address

Credit Card Information

In addition we also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

- How Is My Information Used?

Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

- Security and Storage:

Only your order data billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

- Cookies and Browser Information:

Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.

- Order Tracking:

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.