



Return / Exchange Policy

- To process a return authorization please contact our Customer Care Department at 1-800-644-4481 or send email inquiry through Contact Us on lidsteamsports.com and have your invoice number readily available.
- Only new/unused goods returned to us within **30 days** of invoice date by customer will be accepted. Only goods that are in original packaging and new original condition will be accepted for credit. The buyer is responsible for all return freight costs. Shipping charges are non-refundable. Shipping will only be refunded in instances where the return is a result of our error.
- There are no returns or exchanges on customized items, unless the items are defective.
- All new/non-defective returns are subject to a 15% restocking fee. Freight/shipping return costs are not refundable.
- Returns that do not meet the terms and conditions above and are not authorized through customer care, and are returned to Lids Team Sports, will be disposed of and will not be eligible for refund. No Exceptions.

Defective Return Policy

There are no returns or exchanges on customized items, unless the items are defective. Every item that we sell meets our highest standards for quality. It is our experience that through proper care and use almost all defects will be evident in the first **60 days** after purchase. For this reason you may return any defective item for **60 days** after the date of purchase for an exchange or full refund. Please contact our Customer Care Department at 1-800-644-4481 to process a return authorization, or send an email inquiry through Contact Us on lidsteamsports.com. Defective product that does not meet the above conditions and not authorized through Customer Care, and are returned to Lids Team Sports, will be disposed of and not eligible for refund. No Exceptions.