

Return Policy

A free Return Shipping Label is included in every APOPS delivery which identifies a return on your specific order. All returns must be initiated within 30 days of receipt of product.

Return options vary based on item and issue. APOPS provides a prepaid return address label for free return shipping within the United States in every shipment for exchanges. A **Return Authorization Code** must be assigned to unwanted merchandise to clarify product issue, and whether the item should be refunded upon return or exchanged.
items damaged in shipment: Images of item and original shipment packaging should be submitted with all damaged items.

Acceptable reasons for a refund or exchange are:

1. Arrived damaged or defective (no return necessary, email image of damage to item and containment box required).
2. Received wrong item.
3. No longer needed.
4. Did not meet customer expectations.
5. Does not fit.
6. Other (explain on Return Authorization Request form).

Items Damaged in Shipment: Images of item and original shipment packaging should be submitted via email for damaged items.

All refunds will be credited to the original payment method. If the customer no longer has access to that payment method, it will be necessary for the customer to contact the bank or agency of the original payment method to claim the funds after the refund is submitted.

Return Shipping Address:

**First Impressions Promotions
245 Brandy Hill Rd
Vernon, Ct. 06066**