

# PRESEASON REFUND POLICY

Effective Date: \_\_\_\_\_  
PreSeason Collective LLC

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## 1. Overview

PreSeason Collective LLC (“PreSeason,” “we,” “our”) creates limited-edition NIL merchandise, athlete collectibles, and apparel. Because many of our items are produced in small quantities, signed, or custom-produced, all sales must follow strict return and refund rules.

By purchasing from PreSeason, you agree to this Refund Policy.

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## 2. All Sales Are Final (General Rule)

Unless otherwise stated in this policy:

### **ALL SALES ARE FINAL.**

This applies to:

- Apparel
- Trading cards
- Signed merchandise
- NIL collaboration products
- Limited edition drops
- Mystery items
- Digital previews or downloadable content

We cannot accept returns based on:

- Incorrect size chosen by customer
  - Change of mind
  - Expectation differences
  - Variation in athlete signatures
  - Variation in trading card pattern or print
  - Minor cosmetic imperfections inherent to hand-signed or limited items
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## 3. Refunds for Defective or Damaged Items

We will replace or refund **eligible defective or damaged items**.

To qualify:

**You must contact us within 7 days of delivery at:**

 [orders@preseasoncollective.com](mailto:orders@preseasoncollective.com)

Include:

- Order number
- Photos of defect or damage
- Packaging photos (if damaged during transit)

**Eligible Defects:**

- Misprint or production error

- Wrong item received
- Item arrived torn or unusable
- Manufacturing damage

**Not Eligible:**

- Normal wear and tear
- Minor signature variation
- Minor color variation from online images
- Sizing issues
- Products damaged by the customer
- Items washed improperly

PreSeason may require return shipping before replacing/refunding.

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## 4. Shipping Problems

If your tracking shows “Delivered” but you did not receive your package:

- First contact the carrier (USPS, UPS, FedEx)
- Check with neighbors
- Verify delivery address

PreSeason is **not responsible** for:

- Stolen packages
- Incorrect addresses entered by the customer

- Carrier delays

We may assist when possible, but resolution depends on the shipping provider.

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## 5. Wrong Address Policy

Customers are responsible for entering correct shipping information.

If the wrong address is entered:

- We cannot issue refunds
  - We cannot resend the package for free
  - If the package is returned to us, the customer must pay reship fees
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## 6. Signed NIL Products — No Refunds

Because NIL signed products are one-of-a-kind and often limited:

**Signed items are final sale and non-refundable.**

This includes:

- Autographed trading cards
- Signed apparel
- Signed collectibles
- Hand-numbered items
- Athlete-personalized items

Signature variations are normal and not considered defects.

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## 7. Trading Cards & Collectibles

Trading cards and collectible items are treated as **limited-run collectibles**, not mass-produced items.

Therefore:

- No returns for print variations
- No returns for centering variations
- No returns for surface or texture normalization
- No returns for pack randomness
- No returns for “pull disappointment”

Refunds apply **only** if the wrong item was shipped or it was severely damaged in transit.

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## 8. Apparel Returns

Apparel may only be refunded or replaced if:

- The item arrives defective
- The incorrect item was sent

We do **not** accept returns or exchanges for:

- Wrong size selected
- Color expectation differences
- Fit preference

- Normal wear

Sizing charts are provided to help customers choose correctly.

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## 9. Refunds for Duplicate Orders or Accidental Purchases

We may issue a refund **only if**:

- The order has not begun processing
- The item has not shipped
- The product is not a limited/signed item

Once processing begins, refunds cannot be guaranteed.

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## 10. Digital Products

If PreSeason offers any digital downloads or previews:

- These products are **non-refundable**
  - Access is granted immediately
  - All sales are final
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## 11. Chargeback Policy

Chargeback abuse affects the entire NIL ecosystem.  
For this reason:

### **Filing a chargeback without contacting PreSeason first may result in:**

- Immediate banning from future purchases
- Removal from eligibility for special drops
- Our right to submit documentation proving order legitimacy

We always attempt resolution directly before escalating.

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## **12. Processing of Approved Refunds**

If a refund is approved:

- It will be returned to the original payment method
  - Processing may take 3–7 business days
  - Bank posting times vary and may take longer
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## **13. Contact for Refund Support**

For questions or refund requests:

 [orders@preseasoncollective.com](mailto:orders@preseasoncollective.com)

 [info@preseasoncollective.com](mailto:info@preseasoncollective.com)