

PRESEASON REFUND POLICY

Effective Date: _____
PreSeason Collective LLC

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.

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

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

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.

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.

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

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.

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.

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.

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.

10. Digital Products

If PreSeason offers any digital downloads or previews:

- These products are **non-refundable**
- Access is granted immediately
- All sales are final

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.

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

13. Contact for Refund Support

For questions or refund requests:

 orders@preseasoncollective.com

 info@preseasoncollective.com