

# Triton's Shop – Return & Exchange Policy

Thank you for supporting the Cranbrook Triton Swim Club! We want you to be happy with your purchase. Please review our return and exchange policy below:

## Custom-Named Products

Any item that includes a custom name or any other customization is **not eligible for return or refund**. Please ensure all spelling, sizes, and details are correct when placing your order.

## Size Exchanges

If the size you ordered doesn't fit (too big or too small), you may request an **exchange for the same item in a different size**, subject to availability.

- Items must be in new, unworn, unwashed condition.
- Exchanges must be requested within **14 days** of receiving your order.

## Returns for Store Credit

For all other valid returns, Triton's Shop offers **store credit only**.

- Items must be in original condition (unused, unwashed, and with tags attached).
- Returns must be requested within **14 days** of delivery.
- No cash refunds will be issued.

## Non-Returnable Items

- Custom-named products
- Clearance items
- Swimwear that has been worn or tried on without protective garments
- Items damaged through misuse or normal wear and tear

## How to Start a Return or Exchange or if you have Questions

Please contact the Team Equipment Manager at [ctscequipment@gmail.com](mailto:ctscequipment@gmail.com) with your order number and details.