

# Return Policy:

We understand shopping online has it's challenges and want to make your shopping experience with us as easy as possible! Therefore, all REGULAR PRICED merchandise that has been unworn, unaltered and still has the original tags, will be accepted for refund or exchange within 21 days of the receipt of the goods. The 21 days begins the day you receive the package. All exchanges and returns MUST have the original tags from the time of purchase and must be accompanied by the invoice or copy of the original invoice. **ALL SALE AND/OR REDUCED ITEMS ARE FINAL SALE AND THEREFORE, NON-RETURNABLE, NON-REFUNDABLE, NON-EXCHANGABLE.**

## How to return or exchange:

Click this link to Email us at: [jammi@icywakesurfshop.com](mailto:jammi@icywakesurfshop.com) , include name, phone number and what you would like to do (return or exchange). If you are exchanging please include the style, size, color of the item you would like us to send back to you. We will send you a return authorization for you to include on your package back to us.

**Please ship all returns or exchanges to:**

IcyWakes Surf Shop  
**Return Authorization Number:**  
20601 Torrence Chapel Rd  
Cornelius, NC 28031

Please note: All shipping costs will not be refunded and please remember **sale items and/or reduced items are final sale and therefore, non-refundable, non-exchangeable.**

IcyWakes Surf Shop recommends that you insure all returns to avoid loss or theft of merchandise. It is highly recommended that you keep your tracking number in a safe place as well, in the event you need to locate your package.

Please email us at [jammi@icywakesurfshop.com](mailto:jammi@icywakesurfshop.com) with any questions on your order! Thank you for shopping with us!