

ORDER FULFILLMENT AND RETURN POLICY

Last updated January 16, 2024

This Policy explains how Pensamento Limited Liability Company ("Company," "we," "us," and "our") handles order fulfillment, shipping, and returns.

Delivery

When will I get my order?

As part of our commitment to a sustainable future, we fulfill each order individually. While this helps us reduce waste, it may take a bit longer to deliver your order. It typically takes anywhere from 3–7 days to fulfill an order, after which it's shipped out. The shipping time depends on your location, but can be estimated as follows:

- USA: 3–4 business days
- Europe: 6–8 business days
- Australia: 2–14 business days
- Japan: 4–8 business days
- International: 10–20 business days

Where will my order ship from?

We work with an on-demand order fulfillment company with facilities around the world.

Will I be charged customs for my order?

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

My order should be here by now but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

- Check your shipping confirmation email for any mistakes in the delivery address
- Ask your local post office if they have your package
- Stop by your neighbors house in case the courier left the package with them

If the shipping address was correct, and the package wasn't left at the post office or at your neighbor's, please let us know by filling out the [Refresh Support Form](#). If you did find a mistake in your delivery address, we can send you a replacement order, but shipping will be at your own cost.

Orders

How are your products made?

As mentioned above, we fulfill each order individually in an attempt to reduce unnecessary waste. We work with a print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

How do I track my order?

You'll receive a tracking link via email once your order has shipped. If you have any questions about your tracking or shipment, please reach out through the [Refresh Support Form](#).

I received a wrong/damaged product, what should I do?

We're sorry to hear that the product you ordered arrived damaged. To help us resolve this for you quickly, please submit a request through the [Refresh Support Form](#) within a weeks' time. Please be sure to include any photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you as soon as possible.

Returns

What's your return policy?

We don't offer returns and exchanges, but if there's something wrong with your order, please let us know through the [Refresh Support Form](#).

Do you offer refunds?

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please submit the [Refresh Support Form](#) with photos of wrong/damaged items and we'll help sort that out for you.

Can I exchange an item for a different size/color?

At this time, we don't offer exchanges. If you're unsure which size would fit better, please refer to our sizing charts—we have one for every item listed in our store, in the product description section. Though rare, it's possible that an item you ordered was mislabelled. If that's the case, please let us know through the [Refresh Support Form](#) within a week of receiving your order. Please be sure to include your order number and any photos of the mislabeled item, and we'll be sure to send you a new one, or issue a refund!

Return Policy

Any claims for misprinted/damaged/defective items must be submitted to us via the [Refresh Support Form](#) within 30 days after the product has been received. For packages lost in transit, all claims must be submitted no later than 30 days after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

If you notice an issue on the products or anything else on the order, please let us know through the [Refresh Support Form](#).

The return address is set to our dropshipping partners' facility by default. Unclaimed returns are to be donated to charity after 30 days. If the dropshipping facility isn't used as the return

address, you would become liable for any returned shipments you receive. If you experience any issues, please let us know by submitting the [Refresh Support Form](#).

Wrong Address

If you provide an address that is considered insufficient by the courier, the shipment will be returned to our dropshipping partners' facility. You will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

Unclaimed

Shipments that go unclaimed are returned to our dropshipping partners' facility and you will be liable for the cost of reshipment (if and as applicable).

If you haven't registered an account on pensamento.io and added a billing method, you hereby agree that any returned orders due to the wrong shipping address or a failure to claim the shipment won't be available for reshipping and will be donated to charity at your cost (without us issuing a refund).

We do not accept returns of sealed goods, such as but not limited to face masks, which are not suitable for return due to health or hygiene reasons. You hereby agree that any returned orders with face masks won't be available for reshipping and will be disposed of.

Returned by Customer

Before returning any products, please be sure to fill out the [Refresh Support Form](#). Except for Customers residing in Brazil, we do not refund orders for buyer's remorse. Returns for products, face masks, as well as size exchanges are not offered. Customers residing in Brazil and regretting a purchase must contact us through the [Refresh Support Form](#) and express their will to return the item within 7 consecutive days after receiving it, providing a picture of the item. The withdrawal request will undergo an evaluation to verify whether the product was used or destroyed, even if partial. In these cases, a refund will not be possible.

Notification for EU Consumers

According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:

1. the supply of goods that are made to the consumer's specifications or are clearly personalized;
2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons,

therefore Pensamento and/or Refresh reserves rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.