



Return Policy

Can I return an Item?

All items except wigs and facemasks are eligible to be returned to DragSwag for the original purchase price, excluding items that have been marked as clearance, within 30 days of purchase; in original condition; with proof of purchase. Shipping costs will not be refunded.

Can I exchange an Item?

All items except wigs and facemasks are eligible to be exchanged for an item of equal or lesser value, excluding items that have been marked as clearance, within 30 days of purchase; in original condition; with proof of purchase.

What is proof of Purchase?

Cash, Credit or Debit purchases require the PayPal receipt that is sent to your email or phone at the time of purchase.

Will you pay return shipping for my item?

No. You are responsible for shipping any item back to DragSwag and ensuring that it arrives in original condition. We encourage you to insure your package to protect against loss or damage.

OR

Save the worry and you deliver it to us at a designated show that may be near you.

My item was damaged in shipping.

Provide photographic evidence of the damaged item and of the package and DragSwag will refund your purchase when the damage claim is approved by the appropriate carrier.

I have not received my item.

Email us immediately at info@dragswag.co. Please include the order number **or** the items in your purchase, date of purchase, name, and shipping address.

My item broke.

DragSwag strives to find quality products and will stand behind our products. Items that break within 30 days of purchase may be refunded if the damage is determined to be faulty manufacturing or low quality materials. *Misuse or accidental damage will not be an acceptable form of damage for refund.* DragSwag will do our best to determine if your item qualifies for this refund in a fair and unbiased manner.

If you have questions about our return policy, or need help with a return please email us at policy@dragswag.co.

Fairness Statement

DragSwag is determined to be an honest and fair supplier to all customers and we seek to satisfy every patron; however DragSwag reserves the right to refuse returns when we determine or suspect that this policy is being abused by an individual for fraudulent or dishonest purposes.

The most current policy will always be located at <http://dragswag.co/policy/returns.pdf>. The policy at this web address will supersede any previous policy. Any changes made will be in effect immediately.