Return & Restocking policy

At Brown International, your satisfaction is our number one goal. We want you to be 100% satisfied with your purchase. We understand that things may not always go as planned. If you are unhappy with your purchase, you can place a return within seven days of the date you received your order. After seven days, the Return Authorization will expire, and no replacements or refunds will be given. The item must be unused and in its original condition with the original packaging with all materials included. Items returned soiled will be denied and returned to the customer. To process a return, please contact us at browninternationalstore@gmail.com. Please understand that all returns must be pre-authorized by emailing or calling us at 1-866-587-5267 before sending any products back to us.

If a return becomes damaged on its way back to the return destination, we will inform you and hold the product for up to 15 days. It is the customer's sole responsibility to file a claim with the shipping carrier and instruct us concerning what to do with the damaged product. If we have not received notification or response from the customer within 14 days, the item will be donated or destroyed.

Once we have received your returned package and inspected the items and verified to have all original contents, we will begin the refund process. If your return is accepted as per our returns policy, we will issue you a refund on your original method of payment less the restocking and freight charges. Please be aware that it may take some time before a refund is officially posted on your account.

Please note Brown International reserves the right to refuse a return if it does not meet the conditions outlined above. We recommend being careful with your purchase as soiled items will not be accepted for return and will be returned to you at your own expense.

The cost involved in returning an item to Brown International will not be covered or reimbursed by us and is the sole customer responsibility. Please be aware there is a restocking fee involved when returning an item to us. Brown International will not be held liable for any lost returns. We strongly recommend you use a registered postal service and record the tracking details.

We understand that sometimes items arrive defective or damaged. In saying this, we will happily exchange your purchase for another in the unlikely event that your item arrives damaged. Please contact us immediately at browninternationalstore@gmail.com with an image or video of the damaged item, and we will get back to you right away.

\*ALL SALE ITEMS ARE FINAL, NO EXCHANGES OR CREDITS WILL BE ACCEPTED ON THESE ITEMS. Also, any item that is marked as nonreturnable. That is custom made/custom-built fixture, special orders, or color not typically stocked are not returnable.

Our Returns/Exchange Address is:

10107 Ancora Circle Orlando, FL 32821 United States

**RESTOCKING FEES:**

All items are subject to a 15% restocking fee. We offer free shipping on most orders, but that does not mean that there wasn't a cost to ship the item to your address. The restocking fee is the original shipping cost, plus 15% of the purchase price. Return shipping is to be pre-paid. We do not accept returns that are shipped C.O.D. or on our account.