

RETURN POLICY

Concier believes our customers come first and want you to feel comfortable with every purchase. If you need to request a return or an exchange, please contact your Account Executive immediately to begin the approval process for a return authorization. Please review the process below to request:

LOSS OR DAMAGE BY CARRIER

Our products go through several inspections before we release them to carriers. We ask that you count every box and inspect for damage before you sign for receipt from the carrier. Any damage, short shipment or open cases should be noted on the signed POD. In the event of missing or damaged goods, please contact your Account Executive within 5 business days to file a claim. If the goods appear to be damaged, describe the damage, let us know the quantity of damaged goods and provide a detailed picture. If a box appears to be tampered with, contact your Account Executive as the carrier may be responsible for damages.

SHIPMENT ERROR

If you receive a product that is different from the one you ordered, please contact your Account Executive within 5 business days so we can investigate and issue call tags. All products received must be inspected for order accuracy at customer's location or their offsite laundry facility. An exchange may be sent out and the wrong products collected and inspected by our warehouse. We accept returned product in its original, sealed packaging within 90 days of receipt.

DEFECTIVE PRODUCT

We want to make sure you are completely satisfied with the products you receive. If you receive a product you believe is defective, please contact your Account Executive immediately. Describe the defect, the quantity of defective product and provide a detailed picture. A sample of the defective product may be requested. An exchange may be sent out and the defective product returned and inspected by our quality control team. We accept returned defective product within 90 days of receipt.

CUSTOM PRODUCTS

Custom products go through a detailed approval process. Please contact your Account Executive within 5 business days if you are dissatisfied with a custom product order.

SHORT SHIPPED PRODUCTS

If you were shipped less than the ordered quantity, please contact your Account Executive within 5 business days. We will investigate, verify the packing slip, the proof of delivery from the carrier and the package weights. Once verified we may either ship more product or adjust the invoicing for that item depending on the situation.

OUT OF CASE OR OPENED PACKAGING

We only accept returned product in its original, sealed packaging within 90 days of receipt. The only exceptions to this are defective or products damaged by carrier.

UNWANTED GOODS

If you've ordered something you did not need, contact your Account Executive within 30 days of receipt to begin the approval process for a Return authorization. Once approved you must return the product within 30 days of approval, in the original, sealed packaging, subject to a 15% restocking fee plus shipping.