



APSF A Return & Cancellation Policy

Last Updated October 10, 2021

Thank you for your purchase. We hope you are happy with your purchase.

However, if you are not completely satisfied with your purchase for any reason, you may return it to use for a full refund or an exchange. Please see below for more information on our return policy.

CANCELLATIONS

You are free to cancel an order any time before items have been created, packaged, and shipped.

If a cancellation is requested after an item has been packaged and shipped, money and time has already been invested. At this point, it's unlikely that a cancellation is possible.

SHIPPING

We only ship within the United States.

Our handling time averages three (3) days. Shipping times is 6-7 days by United State Postal Service (USPS) via First Class Mail. You will receive a tracking number by email.

After an item(s) is shipped, things have moved beyond our control. Shipping is affected by many outside influences, especially with COVID-19. If you'd like an update on your order, please contact USPS with your order number or use a tracking number or link.

If an order arrives with errors, we'll happily work with you to find a solution.

However, if a customer simply changes their minds regarding a sale, it's unlikely that a refund or exchange will be offered but consideration will be made on a case-by- case basis.

RETURNS

All returns must be postmarked within thirty (30) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached. You are responsible for paying for the return shipping, including tracking. We will deduct the cost of return shipping from your refund.

RETURN PROCESS

To return an item, place the item securely in its original packaging and item(s) and proof of purchase, and mail your return to the following address:

APS Foundation of America, Inc
ATTN: Tina in Returns
624 N 10th St; Ste 4
La Crosse, WI 54601-3432

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least fourteen (14) days from the receipt of your item(s) to process your return or exchange. We will notify you by email when your email has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- Final Sale Items
- Perishable Items
- Intimate Items
- Gift Cards
- Downloadable Products
- Beauty Items

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note:

- Sale items are FINAL SALE and cannot be returned
- You must provide the APSFA with your tracking number of your return.

QUESTIONS

If you have any questions concerning our return and cancellation policy, please contact us at:

608-782-2626 (v/t)
apsfa@apsfa.org