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## *Exchange, Return & Refund Policy*

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### Exchange & **Return policy for RSM**

Modified 5/1/2022

#### **Customers in the U.S. and Canada:**

Due to the custom nature of RSM merchandise, our exchange & return policy is limited to damaged items and incorrect shipments only. Please consult the product specifications and sizing charts carefully prior to placing your order.

We cannot accept exchanges or returns on special order products (including Jon Hart, Peter Millar, RSM Classic Exclusives and others). Employee gifting program orders may not be exchanged.

If your order was shipped incorrectly or your item was damaged upon receipt, contact our customer service team at [orders@concordms.com](mailto:orders@concordms.com) or (630) 893-6453.

Questions or concerns regarding this policy may be directed to [michelle.swenson@rsmus.com](mailto:michelle.swenson@rsmus.com) or (612) 629-9096.

**Sorry, no exchanges or returns outside the U.S. or Canada due to shipping logistics and costs.**