

Return Policy for Sorbo Studios

At Sorbo Studios, we strive for your satisfaction with every purchase. If, however, you find yourself needing to return an item, please note the following return policy guidelines:

- **Return Eligibility:** We honor returns but do not facilitate exchanges. All return requests must be preapproved by the Sorbo Studios Team. Please submit your return request to team@sorbostudios.com. Your request should include the order number, the first and last name on the order, as well as the shipping address.
- **Timeframe:** Return requests must be made within 30 days of the purchase date. We regret that we cannot process refunds for returns requested beyond 60 days from the purchase date.
- **Non-Returnable Items:** The following items do not qualify for return:
 - Apparel
 - Autographed items
 - Tickets
 - "Pay It Forward" items
 - Items missing their original sealed packaging
- **Return Shipping:** The customer is responsible for covering the cost of return shipping.
- **Refund Process:** Upon receipt of the returned item at our warehouse, our team will inspect it. Refunds will be issued to the original payment method. Please note that shipping costs are non-refundable.
- **International Orders:** For international orders, our standard policy applies, and shipping, taxes, and duties fees are non-refundable.
- **Refund Timeline:** Refunds may take up to 7-10 business days to reflect on your bank or credit card statement due to varying processing times.

We appreciate your understanding and cooperation with our return policy. Should you have any further questions or concerns, feel free to contact our team at team@sorbostudios.com. Your satisfaction is important to us, and we are here to assist you throughout the return process.