

Verge America Ltd. Return Policy

General Policies regarding returns

- Prior to shipping any materials to us for return consideration please contact Verge America Ltd. using the following methods:
 - 1-800-563-0160
 - [Email](#)
 - [Contact](#) form
- In limited cases where a refund will be issued, the original payment method used for purchasing will be credited for the product amount, less any shipping, tax, or duties paid.
- Processing time for refunds are subject to business hours, bank availability, or other factors beyond the control of Verge Sport Ltd.
- Please allow up to 10 business days for the refund payment to be reflected in your account's available balance.
- Verge Sport Ltd. is not responsible for items lost or damaged in shipment.

Custom Orders

- ***Custom orders cannot be exchanged for an alternate size.***
- If you ordered the wrong size, [Contact](#) us to discuss options for replacement product programs at discount as this is NOT a warranty or production error.
- In potential cases of Warranty & Repairs to include production errors and manufacturing defects the following policies apply:
 - Please fill out our online form [Warranties & Repairs](#) for consideration.
 - After review and if approved Verge America Ltd. will either be Remake, Repair or Refund at our discretion.
 - Upon approval of production errors for Remake, Repair or Refund, Verge America Ltd. will arrange for varied methods of return shipping at our expense if needed.
 - Upon approval of Repairs, client is responsible for shipping to Verge America Ltd. We will cover the costs to ship the item back post repair.
- All custom apparel has a limited (1) one year warranty against manufacturing defects with details described in our [Sales Policies](#).
- We will NOT accept returns for items damaged due to regular wear, improper care, or other issues beyond the scope of production errors.

Retail Sales

- ***Made to Order (MTO) sales of custom team kits cannot be exchanged for an alternate size and follow the same policies as Custom Orders.***
- Purchased from outside source other than Verge America Ltd.:
 - Any items sold at an Independent Bicycle Dealer (IBD) or corporate retailer must be returned to the original point of purchase.
 - Returns sent to Verge America Ltd. not originally sold by us will be returned at the buyer's expense.
- If purchased directly from Verge America Ltd. and looking to EXCHANGE:
 - Exchanges are accepted for new and unworn merchandise with the original tags, along with a copy of the sales receipt.
 - Shipping costs in both direction for exchanges is client responsibility.

- If alternate item is NOT in stock, refund may be offered as a solution post return of product to Verge America Ltd at client cost responsibility
- Returns are accepted up to (30) thirty days from order receipt.

Help

If you have any questions on the return process please contact Verge America Customer Service +1-800-536-0160 by phone or [email](#)