

Return Policy

At Rex Clothiers, we prioritize customer satisfaction and aim to provide the best experience with our custom clothing. If you're not fully satisfied with your purchase, here's our straightforward return policy:

Eligibility for Returns:

Items must be returned within 30 days of receipt.

Products must be unused, unworn, and in original condition with tags and packaging intact.

Custom orders (including personalized items) are non-refundable unless there's a manufacturing defect or mistake on our part.

Return Process:

Contact Us: Email us at [your contact email] with your order number, reason for return, and photos if applicable.

Approval: Once approved, you'll receive a Return Merchandise Authorization (RMA) number

Ship the Item: Pack securely, include the RMA number, and use a trackable shipping method to send to the provided address.

Refunds and Exchanges:

Refunds are processed within 7-10 business days of receiving the returned item.

Refunds are issued to the original payment method.

Exchanges are shipped once the returned item is received and inspected.

Shipping Costs:

Return shipping costs are the customer's responsibility unless the return is due to a defect or error on our part.

For defective or incorrect items, Rex Clothiers will cover the return shipping costs.

Non-Returnable Items:

Customized or personalized items (unless defective or incorrect).

Items purchased on final sale or clearance.

International Returns:

Follow the same return process.

Return shipping costs and customs fees are the customer's responsibility.

Customer Satisfaction:

Your satisfaction is our top priority. For any questions or concerns, please contact our customer service team. We're here to help and ensure a smooth shopping experience with Rex Clothiers.

