

RETURN POLICY

We strive for 100% customer satisfaction and offer standard 30-day return policy.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

Only items that have been purchased directly from XUPERMASK website can be returned to XUPERMASK OPCO LLC. Products purchased through other retailers must be returned in accordance with their respective returns and refunds policy.

To start a return, you may contact us at info@xupermask.com. If your return is approved, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting return authorization will not be accepted.

You can always contact us for any return question at info@xupermask.com.

DAMAGES AND ISSUES

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you received the wrong item, so that we can evaluate the issue and make it right.

EXCEPTIONS / NON-RETURNABLE ITEMS

Certain types of items cannot be returned, like custom products (such as special orders or personalized items), replaceable HEPA filters, fabric masks, cleaning solutions, etc. Please get in touch if you have questions or concerns about your specific item. Unfortunately, we cannot accept returns on sale items or gift cards.

EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

REFUNDS

We will notify you once we've received and inspected your return, and will let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund.

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