

At Chef Works, customer satisfaction is our top priority. We are happy to accept the return of any unembroidered, unused and non-altered item within 30 days of original purchase date.

A Return Authorization Number (RMA) is REQUIRED for all returns. Please call us at **800-372-6621** to receive a **Return Authorization Number**, or visit our customer service page and complete **The Return Authorization Request Form**.

Please follow these steps for a successful return:

1. RMA number must be written on the outside of the box.
2. Use a shipping service that provides a tracking number such as UPS or FedEx and keep a record of this number for tracking purposes. Shipping charges are the sole responsibility of the returnee.
3. Finally, include your name, address, contact number and order number on a printed sheet inside the box.

All Returns must include the original packaging and tagging (bags and labels, etc.) in RESALABLE condition. We will not accept the return of any item which shows signs of use or wear, including but not limited to:

- Alterations
- Laundering
- Odors, including smoke
- Pet hair
- Stains or other markings

**Please note:**

If your return items show signs of use or wear, you will be notified, the item will be returned to you, and no refund will be issued.

## ADDITIONAL NOTES

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- All sales are subject to a 20% restock fee.
- If you purchased your items from one of our trusted distributors, please contact them directly for your return.
- We are unable to accept returns directly if the items were purchased from a third party.