

Warranty & Return Policy



At Promo Bears we bring mascots to life! We produce custom-made, professional mascot costumes, full of expression, fun and built to last.

If you have an issue with your costume, please simply reach out to us and we can help you find a solution. If your mascot gets damaged in action, in 99% of the cases it is an easy fix. Simply visit a local tailor and he/she will love to help out, often at very low rates.

WARRANTY

Your mascot is warranted to be free of defects in material and workmanship for a period of 24 months from purchase date. Damage resulting from negligence, improper usage or unusual wear and tear caused by excessive usage is excluded from Promo Bears warranty coverage. The purchase date is defined as the day of shipment from Promo Bears.

1) Repairs due to manufacture defect within 24 months.

- All repair work required due to manufacture defects is provided free of charge within 24 months of receiving the mascot.
- Manufacture defects reported within fourteen (14) days of receiving the mascot, Promo Bears will absorb all required costs, including shipping costs.
- Manufacture defects reported after fourteen (14) days of receipt of the mascot, Promo Bears will absorb all required costs, excluding shipping costs.

2) Repairs due to normal wear / accidental damage / mishandling of the mascot.

- Any repairs required will be quoted on a case by case basis. Client is responsible for all costs associated, including shipping costs.

RETURN POLICY

Promo Bears strives to make you the best products available on the market. All of our products are custom made to order. We work with you on creating the design and produce the product to your specific requests. Since all products are made to order, we are unable to offer a return or exchange on items purchased. Deposits made on orders are non-refundable. Any orders cancelled after the order has been placed or during production will forfeit the deposit. THERE ARE NO REFUNDS OR RETURNS.

In the case of a warranty return, you must first obtain written permission from Promo Bears. No returns will be accepted without first getting written permission. Please see our warranty for additional information.

Please feel free to contact us if you have any questions or issues.

Promo Bears | Tel: +1 941 254 32 84 | E-mail: info@promobearsusa.com

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Promo Bears, experts in:

- Custom made mascot costumes
- Advertising inflatables
- Mascot merchandise
- Mascot design



size: 60x34x19mm
148C 7459C 587C White Black

