

Refund Policy

REFUND AND RETURN POLICY

Effective Date: October 2, 2025

At Gracie Pro, we want you to be completely satisfied with your Brazilian Jiu-Jitsu gear and apparel. If for any reason you are not 100% satisfied with your purchase, we offer the following return and refund policy.

Return Period

You have **30 days** from the date of delivery to return items for a refund or exchange. We must receive your return request within this timeframe to be eligible for processing.

Eligible Items for Return

- All full-priced items are eligible for return or exchange
- Items must be unworn, unwashed, and in original condition
- All original tags and packaging must be included
- Items must be free from marks, stains, odors, and damage

Non-Returnable Items

- **Clearance and sale items** - All sales are final
- Items that have been washed or worn during training
- Items with visible wear, stains, or odors
- Custom or personalized items
- Items returned more than 30 days after delivery

Return Process

1. **Contact us** at Graciemastergear1@gmail.com or 857-366-0194 within 30 days of delivery
2. **Include** your order number and reason for return
3. **Receive** return authorization and prepaid return label (for qualifying returns)
4. **Pack** items securely in original packaging with all tags attached
5. **Ship** using provided return label or your preferred carrier

Refund Processing

- **Full refunds** will be issued to your original payment method
- **Processing time** is 3-5 business days after we receive your return
- **Original shipping costs** are non-refundable (unless item was defective)
- **Return shipping costs** are the responsibility of the customer

Exchanges

- **Free exchanges** for different sizes of the same item (within 30 days)
- **We cover** shipping costs for sending the replacement item to you
- **Limited availability** - if requested size is unavailable, we will issue a store credit or refund

Defective or Damaged Items

If you receive a defective or damaged item:

- **Contact us immediately** upon receipt
- **We will provide** a prepaid return label
- **Full refund or replacement** will be processed at no cost to you
- **We cover** all shipping costs for defective items

International Returns

- **Return shipping costs** are the customer's responsibility
- **Custom duties** and fees are non-refundable
- **Processing may take longer** due to international shipping

Gracie Pro Gi Sizing Guarantee

We understand that finding the perfect fit is important for BJJ gis:

- **Try your gi** for fit before washing
- **Exchange for different size** within 30 days if unwashed
- **We recommend** checking our sizing chart before ordering
- **Contact us** if you need sizing assistance

Store Credit

- **Store credit** may be issued for returns outside the 30-day window (at our discretion)
- **Valid for one year** from date of issue
- Can be used for any products on www.graciepro.com

Contact Information for Returns

Email: Graciemastergear1@gmail.com

Phone: [857-366-0194

Website: www.graciepro.com

Additional Terms

- **Gracie Pro reserves the right** to refuse returns that don't meet our policy requirements
- **Items returned in unsellable condition** will be refused and sent back to customer
- **This policy may be updated** periodically - check www.graciepro.com for current version

- Questions about returns can be directed to our customer service team

Our Commitment

At Gracie Pro, we're committed to providing high-quality Brazilian Jiu-Jitsu gear and excellent customer service. If you have any concerns about your order or need assistance with a return, please don't hesitate to contact us. We're here to help ensure you have the best possible experience with our products.

Remember: All returns must be initiated within 30 days of delivery date. We cannot accept returns for items that have been used in training, washed, or show signs of wear.