

# Return and Refund Policy

Bullhide & Montecarlo Hats returns and exchange policy lasts 30 days from date of shipment. If 30 days have gone by since your item was shipped, unfortunately we cannot offer a refund or exchange. Shipping costs are non-refundable.

To be eligible for a return or exchange, your item must be unused and in the same condition that you received it. The item must also be in the original packaging with hangtags still attached.

To complete your return or exchange, please contact Bullhide & Montecarlo Hats at [crm2@montecarlohats.com](mailto:crm2@montecarlohats.com) or 1-877-405-6099 and request an RMA# (Return Merchandise Authorization).

Returns received without an RMA will not be processed for return or exchange.

## Refunds

Once your return is received and inspected, Bullhide & Montecarlo Hats will send you an email confirmation of receipt. Once your return is approved, then your refund will be processed to the original tender. This refund, less any shipping charges, may take up to 2 weeks to be applied once your return is received.

## Late or missing refunds

- If you haven't received a refund yet, first check your bank account again.
- Then contact your credit card company, it may take some time before your refund is officially posted.
- Next contact your bank. There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact Bullhide & Montecarlo Hats at [crm2@montecarlohats.com](mailto:crm2@montecarlohats.com) or 1-877-405-6099..

## "Specials" Closeout or Discounted items

All purchases of Special Sale items are Final Sales and cannot be exchanged or refunded.

## Shipping

Be sure you have an RMA and mark it clearly on the outside of the box.

Mail your product to:  
BULLHIDE & MONTECARLO HATS

20861 Johnson St # 112  
Pembroke Pines, FL 33029

Bullhide & Montecarlo Hats does not offer a prepaid return shipping label. You will be responsible for paying the shipping costs for returning an item. It is strongly suggested to use a shipping method that is trackable and to insure items over \$100 in value.