

# Returns

If a customer wants to return items, there's a few things you'll have to consider. The most important things are why they're returning the items and how many they're returning.

If a customer wants to return an order because of a defect or an issue we caused, we're more likely to provide shipping labels. When you get these requests, forward them to Jennifer Deelstra ( [jdeelstra@actiontarget.com](mailto:jdeelstra@actiontarget.com)) and she'll tell you how to proceed. Usually this will either involve sending the customer a shipping label or telling them that a return isn't necessary. Sometimes, this may involve placing a new order at no cost as a correction for the incorrect order.

If a customer just changed their mind or wants to return for any other reason, we can accept returns of unused products but with a few caveats. First, we won't provide a shipping label so they'll have to pay to ship the items back to us. Second, we only refund the item price and not the shipping on their original order.

All of this is up to Jennifer's discretion, so always email her to see how she'd like you to proceed before making any promises to the customer.

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