



## Returns & Exchanges

### What items are returnable?

- You may return your item to us within 60 days of receiving your order
- Louisiana Hot Sauce Merchandise & Accessories
- Exchanges are only applicable if the wrong size is sent to the customer. Please contact [merchandise@semills.com](mailto:merchandise@semills.com) if you have been sent the incorrect size
- Items are in original condition & must be unused
- Includes order form/receipt

### What items are non-refundable?

- Perishable items (i.e. hot sauce) are not eligible for returns or exchanges – if any perishable item is received damaged or unusable, please contact [merchandise@semills.com](mailto:merchandise@semills.com) right away. There will be a replacement item sent at no charge, or a full refund will be given
- Items otherwise marked as "FINAL SALE" are not eligible to be returned for a refund or exchanged
- Items returned more than 60 days after you received them

Please fill out the below for the items you wish to return or exchange:

Item Number	Return Code

Return Code Key	
A	Doesn't Fit
B	Not what I wanted
C	Damaged
D	Other (Wrong size sent, etc.)

*You will be responsible for paying for your own shipping costs, including when you return an item to us and when we ship a replacement or exchange item to you. We do not refund shipping costs unless (1) we shipped the wrong item, (2) we failed to ship your order at all, or (3) something was damaged in transit or damaged upon arrival. If you receive a refund, we will refund the cost of the item plus tax, but not the original cost of shipping. Depending on where you live, the time may take your exchanged product to reach you, may vary. When shipping items, you should consider using a trackable shipping service; we do not guarantee that we will receive your returned item.*

*Please see our full return and refund policy online at [www.louisiana-brand.com/return-policy](http://www.louisiana-brand.com/return-policy).*