

**CUSTOMER  
RETURNS AND  
EXCHANGES:  
FREE & SIMPLE**

# Return or Exchange

Modere offers a 30-day 100% full refund guarantee to all Modere Customers. We'll even pay for the shipping to return or exchange any Modere product if you're not totally satisfied when you order from Modere.com for the first time!

Return or exchange any Modere item in just 4 simple steps\*:

1. Request to receive a Shipping Label via e-mail by calling the Modere Customer Service Center at 1-877-MODERE1
2. Print Shipping Label
3. Package the Modere item you wish to return and attach Shipping Label
4. Ship at your local UPS location ([click here](#) to find a UPS near you)

\*Skip steps 1 and 2 on all first time Modere orders as a pre-paid shipping label will be included in your order

Modere will issue a refund for the amount of the original tender paid if the merchandise is returned within 30 calendar days from the date of purchase. When our warehouse receives your return and after it has been processed, you will receive a Credit Invoice by mail. This invoice will give you the details of your return shipment and information about your refund.

If you ordered by credit card, Modere will credit your account within 14 business days of receiving your return, which will show on your next statement, depending on the issuing bank and/or billing cycle. Please note that depending on your credit card company, it may take an additional 2-10 days after your credit is applied for it to post to your account.

## Gift Return

If you wish to return a gift, please call the Modere Customer Service Center at 1-877-MODERE1 and follow the above steps to be issued a Modere credit in the amount of the original tender paid if the merchandise is returned within 30 calendar days from the date of purchase.

MÖDERE™

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