



ONE SOURCE. ONE SOLUTION. **LIMITLESS POSSIBILITIES.**

Return Policy

This document describes the Return Policy for Live Oak Bank's company store items. Below you'll see under what terms a return would be accepted or declined.

Returns will be accepted if there are any issues with production.

Examples of Accepted Returns:

- If item shows up damage from shipping and/or from an error by the manufacture, Regency will replace that item.
- If you receive a different item than you ordered then you can exchange that item for the correct item originally ordered.
- Did not receive the correct embroidery logo or color.
- Received a different size, color, etc.

Examples of Declined Returns:

- Ordered the wrong size and your item doesn't fit.
- Don't like the item after you get it.

Return Instructions:

Please contact the Regency team by emailing them at (lob@regency360.com) please have the order number and a picture of the physical item that was delivered attached to the email for all return request. From there you will receive a response with any other questions or information needed to determine the return request.