



VESTEX™

## Thank You For Your Vestex Purchase!

Engineered for the tasks you perform & the conditions you encounter.

- Repels Fluids and Resists Stains
- Contains an antimicrobial to prevent degradation due to micro organisms and to control odors
- Keeps You Clean, Cool and Dry!

## Simple Care Instructions

Vestex protection is easy to maintain. Simply home machine wash and dry. Do not use fabric softeners or dryer sheets. Heat from drying and ironing regenerates Vestex technology. Industrial laundries should follow CDC recommendations and use non-ionic detergents and no fabric softener.

## Returns and Exchanges - We want you to be comfortable.

If you are not completely comfortable with a Vestex product, please send it back to us within 30 days for a full refund of the purchase price or exchange, no questions asked.

We send exchanges with no additional shipping and processing charges. Original shipping and processing charges and embroidered items are not refundable, unless you received a damaged, defective or incorrect product. Please direct questions to [service@vestagen.com](mailto:service@vestagen.com).

### Easy Returns

1. Please complete this Returns and Exchanges form and specify the reason for your return or exchange.
2. If you received a product that is damaged or defective, or an incorrect item was shipped, we will credit your credit card for the original shipping and processing charges and your return shipping and processing charges. Please include your US Postal Service receipt in your return package.
3. Mail your package to **Vestagen Technical Textiles, LLC, 1301 W. Colonial Drive, Orlando, FL 32804.**
4. We will issue a credit to your credit card when we receive your package. The credit may take up to two billing cycles to appear on your statement. Original shipping and processing charges cannot be refunded unless the product is damaged, defective or an incorrect product was shipped.

### Rapid Exchanges

1. Go to [www.vestexprotects.com](http://www.vestexprotects.com) to order your correct size, color, etc. If this new order is received within 10 days of your returned package, we will issue a credit to your credit card for the shipping and processing charges on the exchanged items in your new order.
2. Follow the Easy Returns instructions above. Please address any questions to [service@vestagen.com](mailto:service@vestagen.com).

### Return Reason Codes

#### Catalog

- 21 Too small
- 22 Too large
- 41 Not as described

#### Performance/Service

- 11 Care instructions failed
- 12 Did not perform as expected
- 51 Shipping damage
- 52 Wrong item shipped

#### Satisfaction

- 31 Did not like styling
- 32 Did not like fabric
- 33 Did not like color
- 34 Price too high
- 35 Other, please specify

#### Quality

- 02 Defective construction
- 03 Finish unacceptable

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone #

\_\_\_\_\_  
Order #

\_\_\_\_\_  
Email Address

**Exchange** (Follow Instructions for "Rapid Exchanges" Above)  **Refund**

Return Quantity	Return Style # As Listed on Packing List	Return Reason Code