



**Unique Pretzel Bakery, Inc.**

215 E. Bellevue Avenue • Reading, Pennsylvania 19605 • P: (610) 929-3172 • [UniquePretzels.com](http://UniquePretzels.com)

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## REFUND/EXCHANGE & SUBSTITUTION POLICY

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As part of our Customer Service commitment, Unique Pretzel Bakery stands behind our products and we want you to be as happy with them, as the vast majority of our customers have been for over 90+ years. If for any reason you're unsatisfied we encourage you to contact us at 1-888-4-SPLITS(77-5487) between the hours of 8:30am and 5:00pm EST or via email at [orders@uniquesplits.com](mailto:orders@uniquesplits.com)

We're very sorry, but perishable food products cannot be returned. All items from our online store are sold on a non-returnable basis unless defective. Please check that all items received are what you have ordered. If you have received an INCORRECT item DO NOT OPEN IT. We will not accept any returns or provide refunds of items that have been opened, tampered with or not in their original condition.

We do our best to minimize product breakage in transit; however, pretzels can experience some breakage during shipping. If your food product arrived damaged or contaminated in any way, please contact us directly and we will do our best to resolve the issue.

Please DO NOT return any food product without contacting us first for specific information regarding the return process.

### **Returns:**

For instances where product is defective, damaged or contaminated, you may contact us to request a return of your purchase within 14 days of receiving your shipment for a refund or exchange.

### **Refunds (if applicable):**

No refund given, exchange offered or correspondence will be entered into for:

- Change of mind
- Products that have been opened or tampered with or are not in their original condition.
- Incorrect orders made by the recipient

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. Once approved, your refund will be processed, and a credit

**More Flavor. Fewer Ingredients. Smarter Baking.**

will automatically be applied to your credit card or the original method of payment, within five (5) days.

**Late or missing refunds (if applicable)**

If you haven't received a refund after five (5) days, we ask that you first check with your bank or Credit Card Company as it may take some time before your refund is officially posted. There is often some processing time before a refund is posted. If you've done this and you still have not received your refund yet, please contact us at [orders@uniquesplits.com](mailto:orders@uniquesplits.com).

**Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift credit will be applied to your account.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he/she will be notified regarding your return.

**Shipping to Unique**

Products should only be shipped to us if you have been instructed to do so, by one of our Customer Service Representatives. You will be responsible for paying for your own shipping costs for returning your item(s). Shipping costs are non-refundable.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

**Substitution Policy:**

We will make every effort to maintain consistency on our advertised products. However, from time to time some of our items (e.g. tins and baskets) are limited due to demand, discontinued and may not be available. When this occurs, we reserve the right to substitute an item with one of equal or greater value, without notice and without any additional cost to you.

**If you have any questions or concerns relating to refunds, please contact us immediately at 1-888-4-SPLITS (77-5487) or via email [orders@uniquesplits.com](mailto:orders@uniquesplits.com)**