

SMOKEY ROBINSON

Official Website
smokeyrobinson.com

RETURNS AND REFUNDS POLICY

Last updated: March 2026

We want every Smokey Robinson fan to be completely happy with their purchase. If something isn't right, we're here to help — please reach out to us at cservices@smokeyrobinson.com before returning any item.

1. Overview

This Returns and Refunds Policy applies to all purchases made through the official Smokey Robinson online store at smokeyrobinson.com, operated by Smokey Robinson LLC. We ship internationally and this policy is designed to be fair to customers worldwide while complying with applicable consumer protection legislation, including US federal and state consumer law and, for customers in the United Kingdom and European Union, relevant statutory rights including the Consumer Rights Act 2015 (UK) and the EU Consumer Rights Directive.

Your statutory rights as a consumer are not affected by anything in this policy. Where your local law provides greater protection, those rights will apply.

2. Returns Window

You may return most items purchased from our Store within 30 days of the date you received your order, provided the conditions in Section 3 are met.

For customers in the United Kingdom and European Union, you also have a statutory right to cancel your order within 14 days of receiving it (the "cooling-off period") without giving a reason, under the Consumer Contracts Regulations 2013 (UK) and equivalent EU legislation. Our 30-day policy is more generous than this statutory minimum and applies in its place.

After 30 days from delivery, we are unable to accept returns unless the item is faulty or not as described (see Section 5).

3. Conditions for Return

To be eligible for a return, items must meet all of the following conditions:

- The item is returned within 30 days of the delivery date

- The item is in its original, unused, and unworn condition
- All original tags, packaging, and any accompanying materials are intact and included
- The item has not been washed, altered, or damaged after receipt
- You have proof of purchase (your order confirmation email or order number)

We reserve the right to refuse a return or reduce any refund if an item is returned in a condition that suggests it has been used, worn, or damaged after delivery.

4. Non-Returnable Items

The following items cannot be returned or refunded except where they are faulty or not as described:

- Vinyl records and CDs that have been opened or unsealed
- Items marked as final sale or non-returnable at the time of purchase
- Items that have been personalised, customised, or made to order
- Gift cards or digital vouchers

If you receive a sealed vinyl or CD that is faulty or damaged on arrival, this is covered under Section 5 (Faulty or Damaged Items) regardless of whether it has been opened.

5. Faulty, Damaged, or Incorrect Items

If your item arrives damaged, is faulty, or is not what you ordered, we sincerely apologise and will put it right at no cost to you. Please contact us at cservices@smokeyrobinson.com within 14 days of receiving your order with:

- Your order number
- A description of the issue
- Clear photographs showing the damage, fault, or incorrect item

We will assess your report and, at our discretion, offer one of the following resolutions:

- A replacement item dispatched at no additional charge
- A full refund to your original payment method
- A store credit for the value of the affected item

You will not be required to return a faulty or damaged item in most cases, though we may request this where we need to investigate a quality issue with a supplier. If a return is requested, we will provide a prepaid return label.

6. How to Initiate a Return

Please follow these steps to return an item:

Step 1 — Contact us

Email cservices@smokeyrobinson.com with your order number, the item(s) you wish to return, and the reason for the return. Please do not send items back without contacting us first — unrequested returns may not be processed.

Step 2 — Receive your return authorisation

Once we have reviewed your request, we will email you a Return Merchandise Authorisation (RMA) number and return instructions. Returns sent without an RMA number may experience delays.

Step 3 — Pack and ship your return

Pack the item securely in its original packaging where possible and include your order number or RMA reference inside the parcel. Ship the return to the address provided in your RMA confirmation email.

Step 4 — Refund or replacement

Once we receive and inspect your return, we will process your refund or dispatch your replacement within 5–7 business days.

7. Return Shipping Costs

Change of mind returns: The cost of return shipping is the customer's responsibility. We recommend using a tracked service as we cannot be held responsible for items lost in transit during return. Original shipping charges are non-refundable.

Faulty, damaged, or incorrect items: Where we have confirmed an item is faulty, damaged on arrival, or incorrect, we will cover the cost of return shipping by providing a prepaid label or reimbursing reasonable return postage costs.

International returns: For customers returning items from outside the United States, please mark the customs declaration clearly as "Returned Goods" to avoid import duties being applied on re-entry. Customers are responsible for ensuring compliance with export regulations in their country. We cannot refund import duties or taxes paid in the customer's country.

8. Refunds

8.1 Refund Method

Approved refunds will be issued to the original payment method used at the time of purchase. We are unable to redirect refunds to a different card, account, or payment method.

8.2 Refund Timeframes

Once we have received and inspected your return, we will process your refund within 5 business days. After processing, please allow additional time for the refund to appear in your account:

- Credit and debit cards: typically 5–10 business days depending on your card issuer
- PayPal: typically 3–5 business days

If you have not received your refund after 15 business days from our confirmation, please contact us at cservices@smokeyrobinson.com and we will investigate.

8.3 Partial Refunds

In some circumstances a partial refund may be offered — for example, if an item is returned in a condition that suggests use or damage that occurred after delivery, or if only part of an order is returned. We will always communicate clearly before issuing a partial refund.

8.4 Original Shipping Charges

Original shipping charges are non-refundable for change of mind returns. For UK and EU customers exercising their statutory cancellation rights, outbound shipping costs will be refunded where required by law (typically the standard shipping cost, not expedited options).

9. Exchanges

We do not operate a direct exchange programme. If you would like a different size, colour, or product, please return the original item for a refund (subject to the conditions in this policy) and place a new order for the item you want. This ensures the fastest turnaround and guarantees availability of the replacement item.

For exchanges relating to faulty or incorrect items, we will arrange a direct replacement where stock is available.

10. International Orders — Additional Information

We ship to customers worldwide and aim to provide the same level of service regardless of location. However, please be aware of the following for international orders:

Customs and import duties: Import duties, taxes, and customs clearance fees charged by the destination country are the customer's responsibility and are not refundable by us. If a parcel is refused at customs or is undeliverable due to non-payment of import charges, and is returned to us, we will refund the product cost only — original and return shipping costs will not be refunded.

Delivery delays: International shipments may be delayed by customs processing, local postal services, or factors outside our control. We are not liable for such delays and cannot guarantee delivery by specific dates for international orders.

Lost international parcels: If tracking shows your parcel has not moved for an extended period or has been marked as undeliverable, please contact us at cservices@smokeyrobinson.com. We will liaise with the carrier and where applicable arrange a replacement or refund.

Restricted destinations: We reserve the right not to ship to certain countries where fulfilment, customs, or legal restrictions make it impractical to do so.

11. Your Statutory Consumer Rights

Nothing in this policy is intended to limit or exclude your statutory consumer rights. Customers in the United Kingdom and European Union have additional legal rights which apply regardless of this policy:

- Under the UK Consumer Rights Act 2015 and equivalent EU legislation, goods must be of satisfactory quality, fit for purpose, and as described. If they are not, you are entitled to a repair, replacement, or refund.
- UK and EU customers have a 14-day cooling-off period for distance sales during which they may cancel an order for any reason. Our 30-day returns window exceeds this statutory minimum.
- These rights apply in addition to (not instead of) the terms set out in this policy. Where there is any conflict, your statutory rights take precedence.

For customers in other jurisdictions, local consumer protection laws may also apply and will be respected where relevant.

12. Contact Customer Services

Our customer services team is here to help with any order queries, return requests, or post-purchase issues:

Smokey Robinson LLC — Customer Services

Email: cservices@smokeyrobinson.com

General enquiries: info@smokeyrobinson.com

Website: <https://smokeyrobinson.com/shop>

We aim to respond to all customer service enquiries within 2 business days. Our team operates Monday to Friday. Response times may be slightly longer during busy periods such as album releases, tour announcements, or the holiday season.

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