

# Return Policy

**For sanitary purposes, ALL SALES ARE FINAL. When you receive your package, promptly check the items to make sure the items are working. We will credit or exchange for DEFECTIVE items only (or for any shipping errors made by us). Please return the items in their original packaging within 30 days to the address on your packing slip. Items returned without original packaging will NOT be refunded so please keep all packaging for the 30 day return period.**

**If you do not follow all of the instructions on this page you may not be refunded at all or may incur a 25% restocking fee.**

Without prior approval Convergence does not reimburse for return shipping costs.

If you feel the item was not as advertised, please go back to the page where the item is listed and make sure that you are correct. Then please email us with the webpage address and let us know what the page said and what you found to be different. We will refund you if the necessary information is missing, and we appreciate help to improve our site.

If a product has clear and correct size measurements, then we will NOT allow a return because of size. If the size is not listed on the page, we will accept a return if you provide us with detailed accurate measurements that we can add to the site.

In your return package please include:

- The packing slip
- A note telling us what the problem was
- A note stating whether you would like a refund or an exchange for another item.
- If you do not include a note, you may not be refunded!

**Please allow up to 3 weeks to receive your replacement or refund.**

**We are dedicated to carrying only the highest quality adult products and maintaining attentive customer service. We hope you have been and will be happy with our services.**