

Steadfast Clothing Refund Policy

Last updated: June 20, 2026 | Website: steadfastto.com | Operator: Steadfast Clothing | Jurisdiction: Ontario, Canada

This Refund Policy applies to purchases made directly from the Steadfast Clothing official website at steadfastto.com. It does not apply to purchases from third-party retailers, marketplaces, resellers, pop-ups, or unauthorized sellers unless Steadfast Clothing states otherwise in writing.

This policy explains our return, exchange, and refund process. It does not limit any mandatory rights you may have under applicable consumer protection, sale of goods, product safety, or other laws.

1. Return Window

You may request a return within 14 days after delivery. Return requests started after 14 days may be refused unless applicable law requires otherwise.

2. Return Eligibility

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

- The return request is started within 14 days after delivery.
- The item is unworn, unwashed, unused, unaltered, and undamaged.
- The item has all original tags attached and is returned with original packaging where possible.
- The item is free of stains, makeup, deodorant, pet hair, smoke, fragrance, odours, and signs of wear.
- You provide proof of purchase, such as an order number or receipt.
- The item is not final sale and is not otherwise excluded by this policy.

We reserve the right to refuse a return or reduce a refund if the item does not meet these requirements, subject to applicable law.

3. Items Not Eligible for Return

The following items are not returnable unless they are defective, damaged, incorrect, or the law requires otherwise:

- Items clearly marked final sale before purchase.
- Gift cards, digital products, or store credits.
- Items that have been worn, washed, used, altered, damaged, stained, or returned without required tags.
- Underwear, swimwear, socks, or other hygiene-sensitive items, unless unopened and eligible under the product listing or applicable law.
- Customized, altered, personalized, or made-to-order products.
- Items returned after the return window.

Discounted items are returnable only if they meet the eligibility requirements and were not marked final sale.

4. How to Start a Return

Before returning any item, contact support@steadfastto.com within 14 days after delivery. Please include:

- Your order number.
- Your full name and the email address used for the order.
- The item or items you want to return or exchange.
- The reason for the return.
- Photos of the item if it is damaged, defective, or incorrect.

Please do not send items back until we provide return instructions or a return authorization. Items sent without authorization may be delayed, refused, or returned to you at your cost, subject to applicable law.

5. Return Shipping

Customers are responsible for return shipping costs unless the item is defective, damaged, incorrect, or applicable law requires otherwise. We recommend using a tracked shipping service and keeping proof of shipment.

Original shipping fees are non-refundable unless the return is due to our error, the item is defective, damaged, or incorrect, or applicable law requires otherwise. Steadfast Clothing is not responsible for return packages lost or damaged in transit before we receive them.

6. Inspection and Refunds

After we receive your return, we will inspect the item. If approved, we will issue a refund to the original payment method unless we agree otherwise or applicable law requires otherwise.

Approved refunds are typically processed within 5 to 10 business days after inspection. Your bank, card issuer, wallet provider, or payment processor may take additional time to post the refund.

If the return is not approved, we will contact you with an explanation. We may offer to ship the item back to you at your cost, subject to applicable law.

7. Exchanges

We offer exchanges for eligible items when stock is available. Exchanges are not guaranteed because inventory may be limited. If the requested size, colour, or style is unavailable, we may offer a refund or store credit for eligible items.

For faster processing, you may choose to place a new order for the desired item and return the original item under this policy.

8. Damaged, Defective, or Incorrect Items

If your order arrives damaged, defective, or incorrect, contact support@steadfastto.com as soon as possible, preferably within 7 days of delivery, so we can review and fix the issue quickly. Please include your order number, a description of the issue, and clear photos of the item, packaging, and shipping label if relevant.

For approved damaged, defective, or incorrect item claims, we may offer a replacement, repair, exchange, refund, prepaid return label, or another remedy depending on the situation and applicable law.

The 7-day contact request helps us investigate shipping and fulfillment issues. It does not limit any mandatory rights you may have under applicable law.

9. Order Cancellations and Changes

If you need to cancel or change an order, contact support@steadfastto.com as soon as possible. We cannot guarantee cancellation or changes once an order has been processed, packed, or shipped.

If we are able to cancel the order before fulfillment, we will refund the cancelled items to the original payment method. If the order has already shipped, you may need to follow the return process after delivery.

10. Missing Packages and Delivery Issues

If tracking shows delivery but you did not receive the package, check the shipping address, nearby delivery areas, building concierge or mailroom, household members, and the carrier. Contact support@steadfastto.com promptly so we can help review the issue.

We are not responsible for packages lost because of an incorrect or incomplete address you provided, theft after confirmed delivery, or failure to pick up a package, except where applicable law provides otherwise.

11. International Orders

If international shipping is offered, customers are responsible for return shipping, duties, taxes, customs charges, brokerage fees, and currency conversion costs unless the item is defective, damaged, incorrect, or applicable law requires otherwise. Duties, taxes, and customs fees may not be refundable by Steadfast Clothing.

12. Legal Rights

Canadian provincial and territorial consumer protection laws may provide cancellation, refund, warranty, or misrepresentation rights in certain situations. Nothing in this policy is intended to take away rights that cannot lawfully be waived.

13. Contact Us

For questions about this policy or to start a return, contact support@steadfastto.com.