

THE VEST MAN

Return and Cancellation Policy

At The Vest Man we live by the motto: “Our goal is to only make a vest that our customer loves to wear” We believe that if you love to wear your vest, you will wear it more and that will lead to greater safety for our customers. Our goal is that every time you are asked how good your vest carrier is, the answer is nothing less than ‘outstanding’

Every Vest Carrier we make at The Vest Man is custom designed and made to the specifications of our customers. Because every carrier is made custom for the person who will be wearing it (meaning there are no generic small, medium or large sizes) and because each item is made to fit the customer’s personal body armor; we strive to not offer refunds. Order cancellations can be made prior to work being started on your vest carrier – please ask when your vest will be started when you place your order

What we do practice is outstanding customer service. That means we will do our best to communicate with you as much as possible as we design your vest carrier. Especially when it is the first vest for your department, we will do all we can to make sure you can visualize the product that we are designing for you.

At The Vest Man we do realize that sometimes we may not get things exactly right or that we may produce something that wasn’t precisely what you expected or wanted. In that case we do guarantee that we will adjust it until you are pleased with your vest carrier. So it doesn’t matter if we have to adjust it once or 100 times, we will adjust your vest until you are satisfied.

We have to emphasize that because the vest was made just for you and your body armor; it will not fit anyone else and cannot be sold to anyone else if you do wish to return it. In the very rare case that we have adjusted your vest several times and you are still not satisfied we will discuss a possible refund. We promise that we will do all that we can to make you satisfied and that you work with us, knowing we are designing a custom product for you.

In the very rare case that we have adjusted your vest several times and we have made an error on your vest, we will discuss a possible refund. We promise that we will do all that we can to make you satisfied and we ask that you work with us, knowing we are designing a custom product for you.