Exchange and Return Policy

Thank you for shopping at Silk Road Super (SRS), your patronage is greatly appreciated. If you find yourself dissatisfied with your purchase for any reason, please contact our support team by either using the “Contact Us” form located in the footer or email: support@silkroadsuper.com  You will receive a response within a 48-hour window containing additional instructions or more detailed contact information, so we can have a more direct conversation.

Silk Road Super (SRS) is an online bazaar supermarket of art, fashion, nostalgia, and pop carrying a variety of items, so our exchange/return policy reflects the varied items that we carry. We group our items in “Classification”, which allows us flexibility while having one umbrella policy. All items are “Classified” using the same information.

* The age of the item.
* Availability and cost of replacement.
* Global availability.
* Method and length of time it takes to manufacture an item.
* The third-party suppliers return policies.

Product classifications: Will be specified in item description.

Handcrafted: These items are art pieces created by Hushidar Mortezaie, either handcrafted by himself or under his direct supervision.

Exchange/Refunds are **NOT** offered for items in this classification.

With two exceptions:

* Items that are damaged upon arrival.
* Receipt of mis-shipped items sent by SRS.

See instruction section for addition information.

Nostalgia: These items are all at least circa 1970’s. These items are sold in “**AS IS CONDITION**”.

Exchange/Refunds are **NOT** offered for items in this classification.

With two exceptions:

* Items that are damaged upon arrival.
* Receipt of mis-shipped items sent by SRS.

See instruction section for addition information.

Manufactured On Demand (MOD): These items are manufactured (printed) and distributed by a third-party company on behalf of SRS. Hushidar Mortezaie created the original designs, the back-ground colors, and the style of the item.

Exchanges\Refunds are offered for items in this classification.

See instruction section for addition information.

Instruction Section.

Instructions for damaged item/s - Handcrafted and Nostalgia Classifications.

1. Contact SRS support@silkroadsuper.com within 24 hours of receiving the item/s.
2. SRS will respond within 24 - 48 hours and provide you with detailed instructions.
3. The damaged item/s slated for return must be shipped within 3 business days of receiving the return instructions.
4. Once SRS has received the damaged items, they will be assessed to see if they can be repaired or if the items will be exchanged.
5. A follow-up email will be generated notifying you of outcome of damage assessment and will contain the following information.
	* + If the item can be repaired.
			- Estimate of repair time.
			- Estimate when the item will be returned to you and any shipping information.
		+ If the item is unrepairable.

 Handcrafted:

1. If a replacement is available, it will be shipped, and the tracking information will be provided.
2. If the materials are available a new item will be made for you and the estimate time will be provided.
3. If a new item cannot be made, a refund will be issued, and you will be providing with those details.

 Nostalgia:

1. If a replacement is available, it will be shipped, and the tracking information will be provided.
2. If a replacement is unavailable, a refund will be issued, and you will be providing with those details.

 Manufactured On Demand (MOD):

* + - * Not applicable

Instructions for receipt of mis-shipped item/s - Handcrafted and Nostalgia Classifications.

1. Contact SRS support@silkroadsuper.com within 24 hours of receiving the item/s.
2. SRS will respond within 24 - 48 hours and provide you with detailed instructions.
3. The mis-shipped item/s slated for return must be shipped within 3 business days of receiving the return instructions.
4. Once SRS has received the mis-shipped item/s, the correct item/s will be sent out immediately
5. A follow-up email will be generated notifying your item/s have been shipped and tracking information.

Instructions for Damaged items/s - MOD Classification:

1. Contact SRS support@silkroadsuper.com within 24 hours of receiving the item/s.
2. SRS will respond within 24 - 48 hours and provide you with detailed instructions.
3. The damaged item/s slated for return must be shipped within 3 business days of receiving the return instructions. Please include a copy of your receipt.
4. Once SRS has received the damaged item/s and receipt, we will begin the return process with our third-party vendor.
5. A follow-up email will be generated notifying you of estimated return of your item/s and any available shipping information.

Instructions for receipt of mis-shipped item/s - MOD Classification:

1. Contact SRS support@silkroadsuper.com within 24 hours of receiving the item/s.
2. SRS will respond within 24 - 48 hours and provide you with detailed instructions.
3. The mis-shipped item/s slated for return must be shipped within 3 business days of receiving the return instructions. Please include a copy of your receipt.
4. Once SRS has received the mis-shipped item/s and receipt, we will begin the corrective process with our third-party vendor.
5. A follow-up email will be generated notifying you of estimated return of your item/s and any available shipping information.

If you haven’t found an answer to your question, or you still have unresolved concerns of any kind, please contact us at support@silkroadsuper.com We are here to make sure your experience with SRS is a positive one.

Tee-shirts Specific Instructions

 Tee-shirts are exchangeable when:

* Tee- shirts a damaged or poor-quality printing. If you find yourself in this situation, for the damaged item/s instructions.
* Item/s received are **NOT** the item/s you ordered. If you find yourself in this situation, for the mis-shipped item/s instructions.

Tee-shirts are not exchangeable if:

* Item/s received are the item/s you ordered, and the item/s are without damage or poor quality.
* You may request a size exchange by completing the Tee-shirts size exchange form, that can be found