

Shipping & Returns

What are my shipping options?

We currently ship to addresses in all 50 states, including P.O. boxes. You'll receive a confirmation email with a tracking number when your order goes out.

Can I make a return or exchange?

Unfortunately, to ensure the safety of all our customers, we cannot accept returns or exchanges of masks / protective apparels.

Can I cancel my order?

We are happy to accept any cancellations provided they are done before the shipping label has been printed. Please check your email to ensure you haven't received a shipping confirmation before requesting a cancellation.

Refunds will be returned on your payment method used at time of purchase. This may take 5-7 business days to arrive.

Contact Us

Our customer service team is available M-F from 12-6pm (MT).

Enter your information through the form and someone will get right back to you within 24-48 hours, or email us at info@kowch.com

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