

# Route | Hibbett Claims Policies

Route+ package protection covers lost, stolen, and damaged items that fit the below criteria. Review the policies to understand what lost, stolen, and damaged items Route+ will cover.

*Note:* We refund the cost of the item(s) alone. Shipping costs, taxes, and the Route premium are not included. We also do not pay custom/duty fees.

## Lost Items Policies

### Delivered but missing package

For excessive claims, Route reserves the right to require a police report on case-by-case basis.

Upon request, Route can require additional documentation (e.g. proof of identity, address, etc.).

### Invalid address or delivery barriers

- Sometimes carriers cannot deliver the customer's package due to an invalid address or other unexpected delivery barriers. At this point, the carrier might return the package to the sender/retailer. The customer's package is not actually lost, thus Route does not cover this. In instances where the item is being returned to the sender and is reusable, customers will be referred to the retailer.
- The exception is retailers that ship perishable items (e.g. food, a mattress that cannot be reused).

### Only part of the order delivered

- If the customer ordered several items in one package but only part of the order arrived and there is no evidence of tampering, Route does not cover the claim. The customer will be referred to the retailer.
- If a single order is being shipped in multiple packages and one package does not arrive, Route will cover the claim and reorder or refund the value of the undelivered package.
- If the retailer forgets to ship an item from the customer's order, the customer needs to reach out to the retailer to have the missing items fulfilled.

### Packages labeled "return to sender"

- Route does not cover packages labeled *return to sender* because the order has been sent back to the retailer. Items are returned to sender when a customer provides an invalid or undeliverable address or refuses a delivery.
- At our discretion, we may cover the claim if the returned item is perishable or if the retailer is unable to reuse it.
- Route covers the customer's order if the package gets lost in-transit back to the sender.

### Order stuck in customs

- Route cannot cover when a customer's order is stuck in international borders/customs.
- The customer's next step is to pay the customs fees in order to receive the package.
- If Route replaces something the customer has already paid customs on, under Route's discretion, Route can approve and pay customs the second time.

### Order marked as unfulfilled or unshipped

- If the customer's order is marked as *unfulfilled* or *unshipped*, the order hasn't been fulfilled yet by the retailer (retailer could be low on inventory of the items, internal delays with the fulfillment center, etc.).
- Route does not control how quickly the retailer ships the customer's order. Route+ package protection is not yet in action because the order has not shipped.

### Claim filed too soon

- If the customer is filing a claim the same day that the package was marked as delivered, at our discretion Route may ask you to wait 5 business days. Carriers (FedEx, USPS, UPS, DHL, etc.) sometimes prematurely mark the package as delivered when it's still in transit.

## Stolen Items Policies

### Filing a police report

- For excessive claims, Route reserves the right to require a police report on case-by-case basis.
- Customer files the police report and includes an explanation that Route is a package protection company that has protected the customer's package that has been stolen. To process the claim with Route, Route is requiring a police report. Once filed, the customer sends Route the police report PDF & number in the claim.
- Upon request, Route can require additional documentation (e.g. proof of identity, address, etc.).

### Delivered to wrong address

- If the customer input the correct address at checkout and the package was delivered to the wrong address, Route considers this as stolen and we will replace the order on behalf of the customer.

## Damaged Items Policies

### Broken items

- If the customer received a broken item and needs to dispose of it (i.e. shattered glass), the customer needs to check their city ordinances and dispose of it properly.
- The customer does not need to ship it back to the retailer (unless the retailer indicates otherwise).

### Damaged items

- A damaged item is considered to be a broken product that is unusable, clearly fractured, shattered, bent (if not bendable), crushed, etc.
- Route does not cover cosmetic damage (scratches, dents, etc.), packaging errors, or unsealed items. At our discretion, we may offer a 15-30% refund depending on the severity of the cosmetic damage.
- Route can require further evidence of the customer's damaged item (i.e. more photos, videos, etc.).

### Subscription items

- For existing subscriptions where your customers have purchased Route+, if any of your customer's items in the subscription were lost, stolen, or damaged in transit and can be purchased individually, Route will reorder them. If the items cannot be purchased, then Route will refund the items.
- Route cannot reorder and create an entirely new subscription because Route would be paying for the customer's monthly subscription.

### Customized items

- Route cannot reorder customized items for the customer because of the additional liability of ordering the customer's custom item incorrectly. Route can offer a refund instead.

### Out of stock

- Route doesn't have visibility to the retailer's inventory or when they will have the customer's item back in stock.
- Route can offer the customer a refund for the item that is out of stock. The customer can always use that refund to order the item when it's back in stock.
- Please note: in some instances you may have ordered an item that is out of stock. This charge will not be processed by Hibbett until the item ships. However, your financial institution may hold charges for up to 30 days for these items. These items do not qualify for a Route claim. [See details here.](#)

# General Policies

## Input wrong address

- If the customer entered the wrong address at the time of order, Route does not cover this.
- The customer needs to reach out to the retailer to remedy the incorrect address.

## Quality control

- If the customer is unsatisfied with their product, Route is not a product replacement plan and the claim cannot be approved.
- The customer needs to reach out to the retailer. This request may be covered under the retailer's return policy.

## Too late to file

- Route can action a claim that is filed within the bounds of our domestic/international timeline policy. If a claim is filed outside of this timeline, Route *will deny* the claim according to these policies:
  - **Claims for packages marked "delivered" must be filed after 3 days and before 15 days from the date the package was marked "delivered."**
  - Claims for packages presumed to be lost (where the status is not "delivered") in US Domestic or Canada **must be filed after 7 days (20 for other international countries) and within 30 days from the last checkpoint.**

## Expedited shipping hasn't arrived

- If the customer's package is delayed for whatever reason, Route will not cover it.
- Carriers update their website with expected delays due to inclement weather or other barriers to expected delivery.
- If the customer paid for expedited shipping but the package arrives outside of the expected window, Route will not cover it.

## Payment installment companies

- For payment installments (Sezzle, Afterpay, etc.), it is the customer's responsibility to pay the payment installment company directly.
- Once Route refunds the customer for their order, the customer must pay their installments to the payment installment company directly.

## Resellers

- Route reserves the right to deny claims by persons identified as resellers (persons who have any history of purchase of product for re-sale).

## No tracking information

- Route reserves the right to deny claims where no tracking number/information is available. In these instances, Route will reach out to the retailer to see if one can be provided.

## Non-sanctioned shipping address

- Route is based in the United States of America. Due to shipping policies in the US, Route will not cover claims for items shipped to countries that are not sanctioned by the US. *List available [here](#)*

## Closed claim

- If a customer does not respond within 5 days, Route will automatically close the claim. Customers can open the claim back up by responding to the original thread.

## Checkout requires ID verification

- Route doesn't upload our employee's proof of ID to replace the customer's order.
- If the customer ordered from a store that requires the extra ID verification step, Route can offer the customer a refund instead to protect each party's identity.