

Orders

How long will it take to ship my order?

It takes approximately 1-2 business days to process your order. Once shipped, you should receive it in 3-8 business days.

Note: Shipping for Hawaii, Alaska, APO/FPO/DPO, Puerto Rico, US Virgin Islands, and Guam may take up to 6 weeks in some cases.

Is shipping available outside the U.S.?

We currently only ship to the United States.

Is there a shipping fee?

All orders are subject to a \$5.99 fee per shipment from each shipping location. You can see where your item is being shipped from in the “Shipping Location” section of the item details page.

Is expedited shipping available?

Unfortunately, expedited shipping is not available at this time.

How do I track my order?

Once your order has been shipped, you will receive an email with tracking information. If you have additional questions, reach out to fabletics@thredup.com for support.

My order tracking number is not updating.

If the estimated delivery time frame for your package has passed, please contact fabletics@thredup.com with your order number, and we'll be happy to track your package.

My order was delivered but not received.

Sometimes, orders are prematurely scanned as delivered and may still be held at the post office for pickup. We ask that you please take the following steps before we investigate further:

- Check with your neighbors, roommates, property manager, or front office
- Search around your porch or property in case the package was placed in a secure and hidden location
- Confirm with your delivery provider to see if the package was held

If you don't receive your order within 14 days, please reach out to fabletics@thredup.com.

What is your cancellation policy?

Please reach out to fabletics@thredup.com with your order number to request a cancellation. If a cancellation is not possible due to immediate processing, take advantage of our easy [returns process](#).

Can I change the shipping address on my order?

Please reach out to fabletics@thredup.com to see if an update to your shipping address is possible—make sure to include your order number and new address. Once an order has been processed, the shipping address cannot be changed. In these cases, we recommend establishing a [mail forwarding address](#).

Can I change the payment method on my order?

Once an order has been placed, we cannot change the chosen payment method. If your order hasn't been processed yet, ThredUp Customer Service may be able to cancel your order. Please reach out

to fabletics@thredup.com with your order number.

Returns

What is the return policy?

If you decide an item isn't the right fit for you, visit our [Returns page](#) to process your request. Returns must be sent back within 14 days of delivery. The 14-day timeframe starts when an item is delivered, not the order as a whole. If your order is arriving in multiple shipments, you may have different return windows. Multiple items may be sent in one package, as long as the return slips are included.

Refund Requirements:

- Items MUST be returned in the condition that you received them (i.e., items that are New with Tags must have original tags attached, clothing must not be worn or washed, etc.).
- Original shipping charge for returned items will not be refunded.
- Final-item sales may not be returned.

Your refund will be issued to your original form of payment. Note that a shipping return fee of \$5.99 will be deducted from your refund.

Do you allow returns in Fabletics stores?

We only accept online returns for Fabletics | Yitty x ThredUp items at this time. Please visit our [Returns page](#) to process your return.

How long until I receive my refund?

Once processed, it may take your bank up to 7 business days to credit the refund to your account.

Trade In

How does trade in work?

Fabletics | Yitty is partnering with ThredUp to allow customers to turn their gently used clothes into Fabletics shopping credit.

Fabletics | Yitty x ThredUp's Clean Out service is designed to make cleaning out and earning brand credit as easy and convenient as it should be. Unlike peer-to-peer consignment, we do all the work for you including: inspection and photography, packaging and shipping, and marketing to help your items sell. There is no fee to use our service and we take care of the shipping costs to get your items to us. Once you send your items in, we'll determine which items are eligible for consignment. When the 45-day consignment period has passed, we will let you know how much brand credit you earned. Any items that are not eligible for consignment will be reused or responsibly recycled. Due to the volume of Clean Out Kits we receive and to keep our service free of charge, we are unable to provide item level details through this program, including how many items were accepted and which items were accepted and which were not. But you can rest assured that we will give your items the best possible chance at a second life. Any items that are not eligible for consignment will be reused or responsibly recycled. If you would like your items returned to you, please select Return Assurance (\$10.99 fee) when you order your Clean Out Kit and before we process your items. If you have any questions, please contact us at fabletics@thredup.com.

How can I get a Clean Out Kit or a digital label?

- Visit [our Trade In page](#) to print out a digital label for use on any box, envelope, or bag.
 - Have a Clean Out Kit from a store or online purchase? Be sure to activate it [here](#). Click "Activate a Kit" and you'll be redirected to an activation page. Provide your existing Fabletics | Yitty account email to help avoid delays in receiving your credit from Fabletics | Yitty. Type in your activation code (bag number) or the tracking number for your kit on the activation page. You'll receive an email confirmation once your kit is activated.
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Is Clean Out available to customers outside of the US?

Our Clean Out services are currently only available to customers within the 48 contiguous US states. We hope to expand to other states and countries in the future!

What if I forget to activate my bag before mailing it back to ThredUp?

Please email us at fabletics@thredup.com with your bag number or kit tracking number and we'll activate the kit for you.

How do I return my Clean Out Kit once it is ready?

Please check your shipping label for drop-off location: UPS or FedEx/USPS.

What items can I send in a Clean Out Kit?

You can send in gently used women's and kids' clothing, handbags, shoes, and accessories from any brand. View a complete list of eligible items [here](#).

All items should:

- Be clean.
- Have limited signs of wear, including pilling, fading and shrinkage.
- Have no damage, such as missing parts, rips, stains and odors.
- Have no alterations, including cut off labels or missing size information.

Please note: Only 50% of the items in the average Clean Out Kit meet ThredUp's quality standards.

What happens to items that are not listed on ThredUp?

Together with their partners, ThredUp is committed to returning as many items as possible back into the circular economy and keeping them out of landfill. Items that are still in good shape, but don't meet ThredUp's quality standards are evaluated for inclusion in ThredUp's [Rescues program](#). Items that don't qualify for listing or Rescue Boxes are reused or [responsibly recycled](#) by ThredUp's vetted network of textile recycling and reuse partners.

How can I find out the status of my Clean Out Kit and track my progress?

You can view information regarding a specific Clean Out Kit and get updates [here](#). We will also keep you updated every step of the way via email. You will receive notifications when we receive your bag, when your items are processed, and when you receive Fabletics | Yitty credit.

How long will it take to process my items?

Once you've mailed your kit, it can take up to 3 weeks to be delivered to ThredUp. Once your kit is received, it will take up to 4 weeks to process your kit.

What fees are involved?

There's no charge for digital Clean Out Kits and they are free to return. If you would like items that don't get listed returned to you, this can be done for a fee of \$10.99 with Return Assurance. Please note: Return Assurance must be selected when you review your Clean Out Kit settings and before we process your items.

What will my payout be?

The pricing of your listed items is based on various factors, including brand, style, condition, size, and overall salability. Some value brands are ineligible for a payout, but you can still feel good about sending them in. See a list of ineligible brands [here](#).





Consignment payouts are calculated as a percentage of the final selling price of the item based on our payout structure (see table below). If you choose Return Assurance, those fees will be automatically deducted from any earnings. With a Fabletics I Yitty Clean Out Kit, you'll also earn an extra 15% bonus on your payout!

Payout Percentages

Selling Price		Your Payout
\$5.00-\$19.99	→	3%-15%
\$20.00-\$49.99	→	15%-30%
\$50.00-\$99.99	→	30%-60%
\$100.00-\$199.99	→	60%-80%
\$200 or more	→	80%

When do I receive my payout?

Please contact fabletics@thredup.com if you do not receive a gift card notification within 14 days of your completed kit email.

	KIT RECEIVED Items go through a rigorous inspection to ensure they meet our quality standards.	3-week processing time
	ITEMS LISTED ThredUp lists your eligible items to help find them a second life.	45-day consignment window
	KIT COMPLETE Payout is based on total items sold per kit within a 45-day consignment window.	7-14 day brand credit delivery
	BRAND CREDIT DELIVERED Your credit will be emailed to the address associated with your kit.	TOTAL ESTIMATED TIME: 75-90 DAYS

What if my item is returned during the consignment window?

Each item has a 14-day return window. If your item is returned, it will be relisted and continue its consignment window. You will be paid out after the item sells if it is not returned for the second time.

How do I redeem my Fabletics | Yitty credit?

Fabletics | Yitty credit is store credit and can be used to purchase any items in store or online at fabletics.com or yitty.fabletics.com. There is no time period in which you have to spend your Fabletics |

Yitty credit as it has no expiration date. Please contact fabletics@thredup.com if you do not receive a gift card notification within 14 days of your completed kit email.

What happens to items that do not sell within the 45-day listing window?

If you would like any of your items returned to you, please contact fabletics@thredup.com and we can start the reclaim process. There is a small shipping fee for reclaimed items. Here's how to get the most of your next Clean Out experience: Send in popular brands our thrifters know and love. Ensure items are in excellent condition. Only send clean and freshly laundered items. Don't send items from our banned categories list.

Products

What condition are Fabletics | Yitty x ThredUp items?

All Fabletics | Yitty x ThredUp items are processed and inspected according to strict quality standards to ensure they are "re-sellable," meaning no signs of wear (pilling, shrinkage, fading), no damage (missing parts, rips, stains, odors), and no alterations.

I can't find my size or a color for a specific item.

Our inventory is constantly changing because we receive items from our customers' closets. We list new items every hour, so check the site often to find your perfect match!

Contact

Have additional questions?

Reach out to us at fabletics@thredup.com. Please note that all Fabletics | Yitty x ThredUp customer service questions will be handled via this email.

Who is ThredUp?

[ThredUp](#) is transforming resale with technology and a mission to inspire a new generation of consumers to think secondhand first. By making it easy to buy and sell secondhand, ThredUp has become one of the

world’s largest resale platforms for women’s and kids’ apparel, shoes, and accessories.

QUICK LINKS

- Shop Fabletics
- Shop Yitty
- Trade In
- About

SUPPORT

- Returns
- Clean Out Status
- FAQs

NEWSLETTER

Promotions, new products and sales. Directly to your inbox.

Your e-mail