

Flexora | LoopUp x ThriftSync - FAQ

Orders

Q: How long will it take to ship my order?

A: It takes approximately 1-2 business days to process your order. Once shipped, you should receive it in 3-8 business days. Note: Orders to Hawaii, Alaska, and territories may take up to 6 weeks.

Q: Is international shipping available?

A: We currently only ship within the United States.

Q: Is there a shipping fee?

A: Yes, a standard \$5.99 fee is applied per shipment based on each shipping location. You can see the shipping location on the item details page.

Q: Is expedited shipping available?

A: Unfortunately, expedited shipping is not available at this time.

Q: How do I track my order?

A: Once shipped, you'll receive an email with tracking info. For help, contact us at support@flexora.loopup.com.

Q: My tracking number isn't updating. What should I do?

A: If the estimated delivery window has passed, email us with your order number and we'll investigate.

Q: I didn't receive my delivered order.

A: Before reaching out:

- Check with neighbors, roommates, or property managers
- Look around the porch or hidden areas
- Confirm if the post office is holding the package

If it's still missing after 14 days, contact support@flexora.loopup.com.

Returns

Q: What's the return policy?

A: You can return items within 14 days of delivery. Items must be in original condition (tags intact, unworn, unwashed). Final sale items are not eligible. Return shipping is \$5.99, which is deducted from your refund.

Q: Do you accept returns in Flexora stores?

A: Online orders for Flexora | LoopUp x ThriftSync can only be returned online.

Q: When will I get my refund?

A: Refunds may take up to 7 business days to reflect after processing.

Trade-In Program

Q: How does trade-in work?

A: Flexora | LoopUp is partnered with ThriftSync to offer a Clean Out program. You send us gently used items -> we do all the work -> you earn store credit.

Q: How do I participate?

A: Request a Clean Out Kit or print a digital label. Ship your items using the label. Once processed, you'll receive your Flexora credit.

Q: What can I send?

A: Gently used women's and kids' clothing, shoes, accessories, and bags. Items must be clean, damage-free, and unaltered.

Q: What happens to unaccepted items?

A: They're either added to ThriftSync's Rescue Boxes, responsibly recycled, or reused.

Q: How long does it take?

A: It can take up to 3 weeks to receive your kit and up to 4 weeks to process once received.

Payouts

Q: How is credit calculated?

A: Payouts depend on the item's brand, condition, and salability. Consignment payout percentages apply.

Q: When will I get paid?

A: If items sell, you'll be notified within 14 days after the consignment period ends.

Q: What if my item is returned?

A: Returned items are relisted for the remaining window. If sold again, you'll be paid as usual.

Customer Service

Q: Need help?

A: Reach out to support@flexora.loopup.com - we're here to assist you!