

# SECTION 1: COMPREHENSIVE RETURN & REFUND POLICY

## 1.1 Our Return Philosophy: Risk-Free Shopping

At Summit & Stitch Apparel, we stand unequivocally behind the quality and craftsmanship of every product we offer. We understand that purchasing apparel online comes with inherent uncertainties—sizing concerns, color variations on screens, and the simple reality that sometimes an item just doesn't meet expectations in person. Our return and refund policy is designed with transparency, fairness, and customer satisfaction as its guiding principles. We want you to shop with complete confidence, knowing that your satisfaction is our ultimate priority, backed by clear, straightforward procedures should you need to make a return.

## 1.2 Eligibility & Timeframes

We offer a generous **30-day return window** from the date your order is delivered. This period allows you adequate time to try on your items, assess fit and comfort, and decide if they are right for you. All items must be returned in their original, unworn, unwashed, and unaltered condition, with all original tags still attached. For hygiene reasons, we cannot accept returns on any undergarments, swimwear, or final sale items marked as "non-returnable."

## 1.3 Condition Requirements for Returns

To be eligible for a refund or exchange, returned items must meet the following condition standards:

- **Original State:** Items must be free of stains, odors, makeup, pet hair, or any signs of wear or damage.
- **Packaging:** All original packaging, including the branded garment bag (if applicable), dust bags, and any accessory boxes, should be included.
- **Tags & Labels:** The Summit & Stitch branded hangtags and labels must still be securely attached.
- **Security Tags:** Do not remove or tamper with the anti-theft security tag (if present). Items returned without this tag will be rejected.
- **Footwear:** Shoes must be returned with the original shoe box, which must be in good condition (it is considered part of the product). Please place the shoe box inside an outer shipping box.

We reserve the right to refuse returns or issue partial refunds for items that do not meet these condition requirements. You will be notified via email if your return is rejected for condition reasons, and the item will be shipped back to you at your expense.

## 1.4 Return Methods & Process

We offer two convenient return methods:

### A) Pre-Paid Return Label (US & Canada):

1. Initiate your return through the "Order History" section of your Summit & Stitch account or by using our [Returns Portal](#).
2. Select the items you wish to return and the reason.
3. Print the provided pre-paid shipping label.
4. Securely pack the items in any sturdy box, attach the label, and drop the package at any authorized carrier location (UPS or USPS).
5. Once the return is scanned by the carrier, you will receive a tracking number via email.

### B) In-Store                           Return:

Items purchased online can be returned to any Summit & Stitch retail location for immediate processing. Please bring your order confirmation email or the packing slip. Store associates can process your refund to your original payment method or offer an exchange on the spot.

## 1.5 Refund Processing

- **Timing:** Please allow **7-10 business days** for our Returns Processing Center to receive and inspect your return. Once approved, your refund will be initiated immediately.
- **Method:** Refunds are issued to the **original form of payment** used for the purchase. Please note that depending on your bank or credit card issuer, it may take an additional **3-10 business days** for the refunded amount to appear on your statement.
- **Shipping Costs:** Original shipping fees are non-refundable. If you used a free shipping promotion, the standard shipping cost will be deducted from your refund.
- **Return Shipping Fees:** For returns using our pre-paid label, a **\$7.95 return shipping and processing fee** will be deducted from your refund total for each return transaction (not per item). This fee is waived for exchanges and for items that are defective or incorrect.

## 1.6 Exchanges

We highly recommend **exchanging for a different size or color** rather than returning for a refund and re-ordering, as this is faster and avoids the return shipping fee.

1. Initiate an exchange through your account or the Returns Portal.
2. Select the desired exchange item.
3. Ship your return using the provided label. We will ship the exchange item as soon as your return is scanned by the carrier, not when it is received at our warehouse. This "scan-to-ship" process significantly speeds up your exchange.

4.If the exchange item is of higher value, you will be charged the difference. If it is of lower value, you will be refunded the difference.

## 1.7 Damaged, Defective, or Incorrect Items

We deeply apologize if you receive an item that is damaged during shipping, has a manufacturing defect, or is not what you ordered. Your satisfaction is paramount.

- Contact Us:** Please notify our Customer Experience team within **7 days of delivery** by emailing support@summitstitch.com with your order number, photos of the damage/defect/incorrect item, and photos of the packaging.
- Resolution:** We will promptly send a pre-paid return label and arrange for a replacement to be shipped immediately at no cost to you. If a replacement is not available, we will issue a full refund (including original shipping).

## 1.8 International Returns

Customers shipping to addresses outside the United States and Canada are responsible for any return shipping costs, customs duties, and taxes incurred. We recommend using a tracked and insured service. Refunds will be issued for the merchandise value only, in USD. International duties and taxes are non-refundable.

## 1.9 Final Sale Items

Items marked as "Final Sale," "Clearance," or with a discount of 50% or more are not eligible for return, refund, or exchange. All sales on these items are final.

---

# SECTION 2: FREQUENTLY ASKED QUESTIONS (FAQ)

## 2.1 Ordering & Account

### Q: How do I place an order?

A: Browse our collections, select your desired size and color, and click "Add to Bag." Review your bag, then proceed to our secure checkout. You can check out as a guest or create an account for faster future purchases and order tracking.

**Q: Can I modify or cancel my order after placing it?**

A: We process orders quickly to ensure fast delivery. If you need to modify or cancel an order, please contact us **immediately** at support@summitstitch.com or call (888) 555-SUMMIT. We will make every effort to accommodate your request if the order has not yet entered the packing phase. We cannot guarantee changes or cancellations.

**Q: How do I create an account?**

A: Click "My Account" in the top navigation and select "Create Account." You can also create an account during checkout.

**Q: I forgot my password. How can I reset it?**

A: Click "Sign In," then "Forgot Password?" Enter the email address associated with your account, and you will receive a link to create a new password.

## 2.2 Sizing & Product Information

**Q: Where can I find your size charts?**

A: Detailed size charts for each product category (Tops, Bottoms, Hoodies, Headwear) are available on each individual product page. Look for the "Size Guide" link below the size selector. We provide measurements in inches and centimeters.

**Q: How do your items fit? True to size?**

A: Our apparel is designed for a classic, comfortable fit. Most customers find our items true to standard US sizing. For a more relaxed fit, we recommend sizing up. For a more tailored fit, consider sizing down. Specific fit notes (e.g., "Oversized," "Slim") are provided on relevant product pages.

**Q: What are your products made from?**

A: We use a variety of high-quality materials, including premium combed cotton, cotton-polyester blends, French terry, and fleece. The exact fabric composition is listed under "Materials & Care" on each product page.

**Q: How should I care for my Summit & Stitch apparel?**

A: Care instructions are on the garment's label and the product page. Generally, we recommend washing similar colors together in cold water, tumble drying on low heat or air drying, and avoiding bleach and high heat ironing directly on prints to maximize the lifespan of your items.

## **2.3 Payments & Promotions**

### **Q: What payment methods do you accept?**

A: We accept all major credit/debit cards (Visa, Mastercard, American Express, Discover), PayPal, Apple Pay, Google Pay, and Summit & Stitch Gift Cards.

### **Q: Is my payment information secure?**

A: Absolutely. Our checkout process is encrypted using SSL (Secure Socket Layer) technology. We do not store your complete credit card information on our servers.

### **Q: Why was my credit card declined?**

A: This is usually an issue with your bank. Common reasons include insufficient funds, incorrect CVV code, an international transaction block, or the billing address not matching your bank's records. Please contact your card issuer.

### **Q: How can I apply a discount code?**

A: Enter your valid promotion code in the field labeled "Discount Code" or "Promo Code" in your shopping bag or at checkout and click "Apply."

### **Q: Why isn't my discount code working?**

A: Codes may be invalid due to: expiration, minimum purchase requirement not met, product exclusions (e.g., final sale items), or being a one-time-use code already applied. Please read the terms of the promotion carefully.

## **2.4 Returns & Refunds (Supplemental)**

### **Q: I lost my return label. What should I do?**

A: Log into your account, navigate to your order history, and you can re-print the label from there. Alternatively, contact our support team.

### **Q: How can I check the status of my return/refund?**

A: Use the tracking number provided when you shipped your return. Once we receive and process it, you will receive a confirmation email. You can also check the status in your account under "Return History."

### **Q: I was refunded less than I paid. Why?**

A: As outlined in our policy, the refund is for the merchandise value only. Original shipping charges are non-refundable, and a return processing fee may apply unless the return was for our error (defective/wrong item) or an exchange.

**Q: Can I return a gift?**

A: Yes. Gift returns initiated by the recipient will be issued as a Summit & Stitch Store Credit in the form of an e-gift card, sent via email. The credit will be for the current selling price of the item(s) at the time of return. The original purchaser will be notified of the return.

## 2.5 Miscellaneous

**Q: Do you offer gift cards?**

A: Yes! Digital e-Gift Cards are available in any denomination from \$25 to \$500. They are delivered via email and never expire.

**Q: Are you hiring?**

A: We are always looking for passionate individuals. Please visit the "Careers" page at the bottom of our website to view current openings.

**Q: How can I collaborate with Summit & Stitch or propose a partnership?**

A: We love hearing from our community. Please send partnership or collaboration inquiries to [partnerships@summitstitch.com](mailto:partnerships@summitstitch.com).

---

## SECTION 3: SHIPPING INFORMATION & DELIVERY

### 3.1 Processing Time

All orders are processed and shipped from our fulfillment centers in Reno, NV, and Columbus, OH, **within 1-2 business days** (Monday-Friday, excluding holidays) after the order is placed. Orders placed after 12 PM PST will be processed the next business day. Weekends and holidays are not considered business days.

### 3.2 Domestic Shipping Options & Costs (United States)

We partner with UPS and USPS to provide reliable and trackable delivery.

Shipping Method	Estimated Delivery	Cost	Details
<b>Standard Ground</b>	5-7 Business Days	\$7.95 or <b>FREE</b> on orders over \$75	Our most economical option.
<b>Expedited (2-Business Day)</b>	2 Business Days*	\$15.95	Order by 12 PM PST for same-day processing.
<b>Next-Day Air</b>	1 Business Day*	\$24.95	Order by 12 PM PST for same-day processing.
<b>APO/FPO/DPO</b>	10-21 Business Days	\$9.95	Ships via USPS Military Service.

\*Business days are Monday-Friday. Delivery estimates begin once the package is scanned by the carrier, not from the order date. Delivery dates are estimates and not guaranteed.

### 3.3 International Shipping

We ship to over 50 countries worldwide. Shipping costs, delivery times, and available carriers are calculated automatically at checkout based on your destination and order weight/dimensions. **The customer is solely responsible for all customs duties, taxes, and brokerage fees imposed by the destination country.** These fees are not included in the shipping cost or merchandise total and are payable to the delivering carrier upon arrival. Summit & Stitch has no control over these charges and cannot estimate what they may be.

### 3.4 Order Tracking

Once your order ships, you will receive a shipping confirmation email containing your tracking number and a link to track your package. You can also view tracking information by logging into your account.

**Q: My tracking hasn't updated in a few days. What should I do?**  
 A: Carrier scans can sometimes be delayed, especially during peak seasons or in remote areas. Please allow 24-48 hours for the tracking to update. If it remains stagnant, please contact us with your order number, and we will initiate a trace with the carrier.

## **3.5 Delivery Issues**

**Failed Delivery Attempts:** The carrier will typically leave a notice and make 1-2 additional attempts or hold the package at a local facility for pickup. It is the customer's responsibility to follow the carrier's instructions on the notice.

**Lost Packages:** If your tracking shows "Delivered" but you have not received your package, please first check with household members, neighbors, and around your property (porch, garage, etc.). If it is still missing, contact your local postal carrier or UPS depot. If unresolved after 48 hours, contact our support team, and we will file a formal investigation with the carrier.

**Incorrect Address:** It is the customer's responsibility to provide the correct, complete shipping address at checkout. We are not responsible for packages shipped to an incorrect address provided by the customer. If you realize the error immediately after ordering, contact us at once. If the package is returned to us due to an incorrect address, we will contact you to arrange re-shipping at the customer's expense.

## **3.6 Shipping Restrictions & Holidays**

We cannot ship to P.O. Boxes via UPS. Please use a physical street address for UPS delivery. We do not ship on major U.S. holidays. Shipping delays may occur around Black Friday, Cyber Monday, Christmas, and other peak periods. Please place holiday orders early to ensure timely delivery.

**Thank you for choosing Summit & Stitch Apparel. We are honored to be part of your journey and are committed to providing you with an exceptional experience from browse to delivery and beyond.**