

RetailCo - Frequently Asked Questions (FAQ)

1. How long does delivery take?

- Standard domestic: 5-8 business days. Express: 1-3 business days.

2. How do I start a return?

- Start by requesting a Return Authorization (RA) through our support portal or by using the in-site assistant.

3. Are sale items refundable?

- Sale items marked 'Final Sale' are not refundable unless defective; otherwise, sale items follow the standard return policy but may be subject to restocking.

4. Do you ship internationally?

- Yes; international shipping times and duties vary by destination.

5. What if my item is damaged on arrival?

- Contact support with photos within 7 days; we will arrange a return and replacement or refund.

6. How do I exchange sizes?

- Request an exchange via the returns portal; exchanges are subject to stock availability.