

Owntrail New Policy Update (2025)

1. Mobile App Features

We are excited to announce the launch of the Owntrail Mobile App!

- **Download**: Available on iOS and Android stores.
- **Login**: Use your existing web credentials.
- **Features**: Track orders, chat with support, and manage subscriptions on the go.

2. Two-Factor Authentication (2FA)

Security is our priority. You can now enable 2FA in your account settings.

- Go to **Settings > Security > Enable 2FA**.
- We support Google Authenticator and SMS codes.
- If you lose your device, contact support with your backup codes.

3. Owntrail Rewards Program

Earn points for every purchase!

- **Earn**: 1 point for every \$1 spent.
- **Redeem**: 100 points = \$5 discount.
- **Tiers**:
 - **Silver**: 0-500 points
 - **Gold**: 500+ points (Free shipping on all orders)

4. Extended Return Policy

We have extended our return window from 30 days to **60 days** for all items purchased after Nov 1st, 2025.

- Items must be unworn and in original packaging.
- Refunds are processed within 5-7 business days.