

Customer Service Policy and FAQ Manual

1. Shipping and Delivery

Our standard shipping method is ground delivery, with a typical transit time of 5-7 business days from the date of order fulfillment. Orders are processed within 48 hours of being placed. Please note that processing and shipping times are separate. Expedited shipping is available at an additional cost, with delivery expected within 2-3 business days. We currently ship to all 50 states within the U.S.

- **Order Tracking:** An email with a tracking number is sent to the customer once the order has been shipped.
- **Shipping Fees:** Standard shipping is free for all orders over \$50. Orders under this amount will incur a flat \$5.00 shipping fee.
- **International Shipping:** At this time, we do not offer international shipping.

2. Returns and Exchanges

We want you to be completely satisfied with your purchase. Items may be returned for a full refund within **30 days** of the original purchase date.

- **Eligibility:** To be eligible for a return, your item must be unused, in the same condition that you received it, and in its original packaging.
- **Refunds:** Once your return is received and inspected, we will send you an email notification. If approved, your refund will be processed, and a credit will be applied to your original method of payment within 5-10 business days.
- **Exchanges:** If you need to exchange an item for a different size or color, please contact our support team to confirm availability and initiate the process.

3. Product FAQs

- **Are your products ethically sourced?** Yes, we are committed to ethical sourcing. All of our products are manufactured in facilities that adhere to fair labor standards and sustainable practices.
- **How do I find the right size?** A detailed sizing chart is available on each product page. If you have further questions, our support team can provide personalized recommendations.
- **Do you offer gift wrapping?** Yes, gift wrapping is available for a fee of \$3.50. You can select this option at checkout.

4. Technical Support and Account Issues

- **I forgot my password.** You can reset your password by clicking the "Forgot Password" link on the login page. An email with a secure link will be sent to the

address associated with your account.

- **My order status hasn't updated.** Please allow up to 48 hours for your tracking information to become active. If the status has not changed after this period, please contact us with your order number.