

RETURNS AND REFUNDS POLICY

Thank you for your order!

While we want you to be 100% happy with your purchase, we understand that there are occasions you may need to return items. Below are the terms for returns and refunds.

Returns

- Our policy is that items for refund must be returned within 14 days of receipt. If 14 days have gone by since your purchase, we will not be able to offer you a refund.
- To be eligible for a return, your item(s) must be unused, in the same condition as received, and in the original packaging with all tags attached.
- All items returned for refund must be accompanied by a receipt or itemized proof of purchase.

Exchanges

- Exchanges will be processed for items that are damaged or defective, and only for identical items.
- To process an exchange, please send an email to store@girltrek.org with the subject line: Exchange GirlTrek Store Order#XXXXXX, where the "X" characters reflect the actual order number.
- Once an exchange has been approved, you will return the item to us using a method that can be tracked. We will ship an identical item to you once we receive the returned item.
- The time it may take for your exchanged product to reach you may vary.

Shipping

- You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- To return your product, you should mail your product to: 1446 Taney Street Kansas City Missouri US 64116.
- We recommend that customers use a return method that is traceable and includes insurance, as we cannot be responsible for packages that are lost, misdirected, or damaged during transit.

Refunds

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.

- If you are approved, then your refund will be processed and a credit will automatically be applied to your credit card or original method of payment, within 3-5 business days.
- If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.
- If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.
- If you haven't received a refund yet, first check your bank account again or contact your credit card company; it may take some time before your refund is officially posted due to processing times, which vary by financial institution.
- If you've done all of this and you still have not received your refund within 21 business days, please contact us at store@girltrek.org.