

## **OUTDOOR WOMEN'S ALLIANCE RETURN POLICY**

If you are considering refunds and returns, you must have ordered a product from us. We owe you a "thank you!" for wanting to support Outdoor Women's Alliance, its community of outdoor women artisans, and our nonprofit programming.

So: Thank You!

Nothing makes us happier than having a community that feels supported. We promise to do our best to present the best possible shopping experience for you. That said, we understand that a purchase does not always work out. We are happy to accept returns and exchanges that are unworn or unused — without any wear and tear — within 30 days of purchase.

Below are the nitty gritty details of our return process. Give them a look and send us a note to let us know how we can make things right for you.

### **Returns**

We are happy to issue a return on unused, tangible “evergreen” items, still in their original package, that were purchased within the past 30 days.

Evergreen items are those with no expiration date; those that retain their value no matter how much time has gone by. Tangible items are non-service, non-digital items. So, for our purposes, tangible, evergreen items include tees, hats, stickers, etc. but wouldn't include event tickets, adventure trips, downloadable items, gift cards, items with dates printed on them (like calendars and magazines), donations, and the like.

To get your return started, please email us with the receipt we sent you and/or your order number: [info@outdoorwomensalliance.com](mailto:info@outdoorwomensalliance.com). Please do not send your purchase back to the vendor if an item was purchased from our store that was created and shipped to you by a third-party. Let's talk out those details first.

### **Sale items**

We don't often post these, but when we do, it means we need to clear out some space. Because of this, at this time, only regular priced items may be refunded.

### **Exchanges**

Since we work many artisans and craftspeople in the outdoor community, we often have to check with them first to make sure they can accommodate a different size or color. We're happy to do the checking on your behalf, or we may get you directly connected with them. Send us an email: [info@outdoorwomensalliance.com](mailto:info@outdoorwomensalliance.com)

## **Gift Items**

Someone sent you a gift from Outdoor Women's Alliance? (Please give them a Hi5 for us!) If the item was marked as a gift purchase during the ordering process and was shipped directly to you, we can issue you a gift receipt for the value of the item (minus the original shipping + handling fees). Please email us for details on returning an item:

[info@outdoorwomensalliance.com](mailto:info@outdoorwomensalliance.com)

Once the returned item is received, a gift certificate or code will be emailed to you.

## **Shipping**

To return your product, send us an email at [info@outdoorwomensalliance.com](mailto:info@outdoorwomensalliance.com) with your order number and a description of the item. We work with different vendors, so the shipping address for your return will depend on the item purchased—but we'll make it as easy as possible!

Heads up: We wish we had the ability to pay for all shipping costs, but sending mail around the world can get pricey for a nonprofit. So while you'll be responsible for paying the shipping costs for returning your item, we promise to do our best to get you the item you want or a speedy refund.

And remember: Depending where you live, it may take considerable time for your product to reach us, and our exchange to make its way back to you. It's up to you, but we suggest using a tracking service on the item you are returning and/or shipping insurance. We wish we could guarantee that your item will get to us, but as we're not post office specialists, insuring/tracking could ease your mind on your return.

## **Refunds**

Once your return is received, we will send you an email to let you know we've got it and are refunding your purchase, minus the original shipping + handling fees. This credit will automatically be applied to your original method of payment. Depending on your method of payment (and the company that manages it), it could take several days to see the credit appear. Be patient! More often than not, it will show up within a week after you receive notification from us.

But if not...

## **Late or missing refunds**

If you haven't received a refund and you've been super patient about its arrival, the first step is to ask your bank and/or credit card company about the processing time it takes on their side to issue a credit and post to your account. If you've done all of this and you still have not received your refund yet, give us a shout : [info@outdoorwomensalliance.com](mailto:info@outdoorwomensalliance.com)