



## RETURN / EXCHANGE POLICY

Finer University **does not** issue refunds but we will gladly will provide store credit for the return or exchange of merchandise within 10 days after receipt of the item(s).

We welcome you to return your item(s) via mail in full accordance with our Return/Exchange Policy and repurchase the item(s) in your desired size or style once your store credit has been issued. Please be sure to read our size chart for each item if you have any questions regarding the fit of our merchandise. If you receive an item and the sizing is not what you desire, we will gladly issue you a store credit to use towards a future purchase. Store credit can be used on our online store only.

### What items are returnable?

You may return/exchange your items within 10 days of receipt of your shipment.

- They must be in original condition
- They must be unwashed and unworn

Finer University reserves the right to deny the return of any item(s) that appear worn or washed. Furthermore, the item(s) must be free of stains, makeup, fragrance and deodorant. Items that show evidence of wear are not returnable.

### Are there any charges for return?

- There are no charges for return
- Original shipping charges are non-refundable and will not be included in the store credit issued.
- Store credit will only be issued for the cost of the merchandise item(s).
- Please note: You will be responsible for covering all shipping related costs to return/exchange your item(s) including: the shipping cost to return the item(s) to the return address in addition to the cost for the shipment of new item(s). This is the case for all orders unless the items are damaged, defective, or incorrect upon arrival.
- Customer is responsible for items until they have successfully reached our delivery destination.
- Finer University is not responsible for lost or stolen packages.

### How soon will I get my store credit?

- We will examine all returned merchandise upon arrival. If merchandise shows wear/tear/odor, the amount of store credit will be subject to whether or not we can resell the item (will not receive full amount).
- Once your item is received and inspected, we will send you an email to notify you that we have received your returned item(s). We will also notify you of the approval or rejection of your return.
- If your return is approved, it will be processed, and a store credit will be emailed to you within 2-4 business days.

Customers wishing to receive a store credit for purchased merchandise must complete the return process detailed below.

### RETURN PROCESS

1. Complete the [Contact Us Form](#) with the Subject: "Return/Exchange Item". In your message to us, please include your Name, Email Address (to issue store credit), Order Number, and reason for returning/exchanging item.
2. Please package the merchandise and include in the package with returned items a note with the following information: Name, order number, and your email address.
3. Send items needing to be returned with the same address on original package. Please email [thefineruniversity@gmail.com](mailto:thefineruniversity@gmail.com) if you need address. All return/exchange items must be shipped back within 10 days of receipt of shipment.
4. Once your return is processed, we will issue you a store credit via email within 2-4 business days. Your store credit will be in the amount of the purchased price of the returned item(s) only.

*If you have any questions regarding your return, please contact our team at [thefineruniversity@gmail.com](mailto:thefineruniversity@gmail.com).*