

Customer Service Privacy Policy



Order & Return Policy	If you have questions about any of our products, purchasing a subscription, giving gift subscriptions, or your order: contact us during business hours Monday – Friday (eastern standard time) by emailing info@ingrainmerch.com .
Customer Service	We hope you enjoy your Ingrain Merchandise! To ensure your complete satisfaction, please inspect your order immediately upon receipt so that we may promptly address any issues or concerns. An Order Specialist may be reached by emailing info@ingrainmerch.com . Please have your order number included in your email.
Returns	<p>Product Returns: We want you to love your Ingrain Merchandise experience, so we offer free returns within 30 days from the date your order was delivered. The items returned must not have been worn, altered, washed, or damaged, and must include all original packaging and tags.</p> <p>Made to order or special items are nonrefundable, non-returnable, and no exchanges.</p> <p>We offer free returns for products (excluding Made to order or special items noted at time of purchase) within 30 days from the date your order was delivered. The items returned must not have been worn, altered, washed, or damaged, and must include all original packaging and tags. The customer is responsible for cost of shipping the product back to Ingrain Merchandise. Upon receipt of returns good, and inspection, Ingrain will process the return of the good(s) less the shipping and handling.</p>
Return Processing	<p>To Process a Return: Email info@ingrainmerch.com with your order number, products(s) to return, and contact info. An Order Specialist will confirm the return and provide shipping details.</p> <p>We recommend that you keep your return tracking information until your refund has been processed by our support team.</p>
Exchanges	<p>Exchanges In order to serve you most efficiently, we do not offer merchandise exchanges. You'll get the right size or color fastest if you simply place a second order, and submit a return separately.</p> <p>Step #1 – buy the new item to secure the inventory Step #2 – return original item using the return directions detailed above</p> <p>Please note that your item must be returned within 30 days of its delivery date. We recommend that you keep your return tracking information until your refund has been processed by our Support Team.</p>
How Long Does it Take to Receive My Refund?	<p>How Long Does it Take to Receive My Refund? We strive to process refunds as quickly as possible. Once we've received the product(s) you'd like to return, we inspect your return and then refund you. We strive to process and refund your return within 10-17 days. Considering return shipping and processing time, the whole return process can take up to 2 weeks.</p> <p>After the return has been approved, credit card refunds can take up to 5-7 business days for your bank to process.</p> <p>We will notify you via email when your return has been processed and the refund selection of your choice has been issued.</p> <p>Reminder: refunds do not include any shipping costs paid on your original order (if applicable).</p>
My Item was Delivered to me Damaged. What do I do?	<p>Any damages upon delivery must be reported within three (3) days from date of order received. Contact our Support Team by emailing us at info@ingrainmerch.com.</p> <p>Please be sure to provide detailed photos of the damage(s).</p>
Worn, Altered, Washed, Used or Damaged Goods	Items that have been worn or used are NOT eligible for returns of any kind.
Privacy Policy	<p>Please refer to our parent company Covey Rise for Privacy Policy information. Link here: https://coveyrisemagazine.com/privacy-policy/</p>