

## NEED TO RETURN AN ITEM?

1. Fill out the “ Return information” below and include this form inside the package with your items.
2. Write your order number on the outside of the package so that we can process your return quickly!
3. Return the items via the carrier of your choice. Be sure you are using sturdy packaging and that you are able to trace or track your package, if needed.

**Send To:** Freshpair.com, Inc.  
c/o ODTS  
Hackettstown Commerce Park  
715 Willow Grove St  
Bldg 3 Suite 1  
Hackettstown, NJ 07840

## RETURN POLICY

- We gladly accept returns within 30 days of delivery. Items should be in the original brand packaging with all tags attached.
- Items must be unworn and unwashed.
- Final sale items and gifts with purchase are non-returnable.
- Original shipping and handling fees are not refundable.
- Should the items returned fall outside of our policy in any way, you will be charged a restocking fee of 25% per item which will be deducted from the credit to your Freshpair account.

Note: We currently do not offer exchanges. If you need a different size or product please return your item for a full refund and place a new order. For Amazon orders please refer to Amazon for your return. For further questions please log in to your Freshpair account and check out our FAQs!

Item	Description	Color	Qty	Return code

Return Codes			
A. Quality Unsatisfactory	F. Band too big (Bra)	K. Wrong item sent	P. Item arrived too late
B. Item Defective	G. Band too small (Bra)	L. Shipping damage	Q. Inaccurate website description
C. Finish Unacceptable	H. Too Large	M. Did not like styling	R. No longer needed
D. Cup too big (Bra)	I. Too Small	N. Did not like Fabric	S. Better price available
E. Cup too small (Bra)	J. Ordered wrong size	O. Did not like Color	T. Other

To contact customer care, please log on to Freshpair.com or call +1 (347) 472-1242 Mon-Fri 9am-6pm EST