



POLICY ON EXCHANGES AND RETURNS

You and Who will accept any exchange or return requests for unworn, unwashed You and Who-exclusive merchandise for a period of 30 days from the date of purchase. No requests for exchanges or returns will be honored for merchandise received in any other condition.

If you wish to exchange or return your You and Who threads, please follow these instructions:

1. Think it over.
2. If you've thought it over and you're sure that you've chosen the wrong design or the wrong size, please print out and complete the **Exchange/Return form**.

No returns or exchanges will be honored if a completed Exchange/Return form is not included with the merchandise you wish to return or exchange.

3. Re-package your merchandise in the original packing material and include the completed Exchange/Return form.
4. Ship your package to:

You and Who – Exchanges/Returns
2495 Main Street, Suite 516
Buffalo, NY 14214

Customers are responsible for return shipping costs. We suggest you select a traceable shipping method as You and Who is not responsible for any lost or stolen packages.

5. You're all set. Once we process your exchange or return request, we will notify you via email. Please allow up to 10 business days for your request to be processed.

***For Returns:** Please allow 1-2 billing cycles for credit to appear on your statement. You may check with your financial institution to find out their processing schedule.*