



## EXCHANGES & RETURNS

*Thank you for choosing Harpers! We want you to be happy with your purchase.  
Please see the guidelines below for information on returns and exchanges.*

- Please request a return within 14 days of order ship date to be eligible for a refund or exchange.
- Please note that shipping fees are not refundable.
- Items must be returned in sellable condition.
- Certain items are not eligible for return, including:
  - Items considered “Final Sale,” “Final Markdown,” or “Clearance”
  - Any item that has been worn, altered, or cleaned
  - Any item that has been personally monogrammed
  - Underwear, boxers, and swimwear
  - Grooming products
  - Custom made clothing
  - Gift cards cannot be returned, refunded, exchanged, or redeemed for cash.



### RETURN VIA USPS →

1. Request a return label via our online returns portal.



Please note that returns requested more than 14 days after your order ship date will not be eligible for a return label.

2. You will receive an email with a USPS return label. Print the label – for best experience, we recommend printing via a desktop or laptop rather than a mobile device.
3. Please include your original order receipt if possible. Please note if you would prefer your refund to your original payment method or Harpers store credit. If you would like to exchange your item, please include a note with the item you would like and we will do our best to honor your request!
4. Please use this label to return your items. It is a USPS label, so you can leave your package for your letter carrier or drop off at your local post office.
5. Please allow 10-14 days after your return is received for your refund to be issued and acknowledged by your bank.



### RETURN IN STORE →

Online purchases can also be returned in store.