

# B-Thrifty Online Return & Refund Policy

At B-Thrifty Online, we take pride in offering unique secondhand finds while keeping our process simple and transparent. Because our items are pre-owned, all sales are final. However, if we make a mistake, we'll make it right. Please review the exceptions below to understand when a refund may apply.

## Optional Purchase Protection

For added peace of mind, you may purchase Seel Protection at checkout. This third-party coverage protects against select shipping-related incidents, including loss or theft.

➔ Learn more about [Seel Purchase Protection](#) and how to file a claim directly with Seel.

## Eligible Refunds (B-Thrifty's Responsibility)

You may be eligible for a full refund (including shipping) if any of the following occur:

- Incorrect Item Received – You received an item that was different from what you ordered.
- Item Not as Described – The item received differs substantially from the description (e.g., you ordered a red hoodie and received a different color).
- Item Damaged in Transit – If your item arrives visibly damaged, provide clear photos within 48 hours of delivery (including the item, shipping box, labels, and packaging).
- Missing Essential Components – A critical component shown in the product photos and description is missing (e.g., only one shoe from a pictured pair).

## How to Submit a Refund Request

To initiate a refund request, please email [customers@bthriftyonline.com](mailto:customers@bthriftyonline.com) within 48 hours of delivery and include:

- Your order number
- Photographs of the item(s) received
- A brief description of the issue

All refund claims are subject to review and verification. If approved, refunds will be processed within 7–10 business days.

## Ineligible Refunds

As a resale and thrift goods provider, refunds will not be issued in the following situations:

- Buyer's remorse (e.g., change of mind)
- Incorrect fit or sizing (please review product measurements carefully)
- Normal secondhand condition (minor imperfections, natural wear, or signs of prior use)
- Color variations due to lighting, photography, or screen display

- Damage occurring after delivery due to misuse or poor handling
- Orders marked as “delivered” by the carrier but not received (please file a claim with the carrier or with Seel, if purchased)

## Shipping Insurance & Seel Coverage

If you purchased Seel Purchase Protection at checkout, claims for lost, stolen, or carrier-damaged items should be filed directly with Seel for faster resolution.

✦ Note: B-Thrifty Online does not manage Seel claims. Approval and processing are at Seel’s discretion and subject to their terms and conditions.

Customers are responsible for providing an accurate shipping address at checkout. Orders shipped to incorrect addresses may not be eligible for refunds or Seel coverage.

## Non-Transferable Claims

Refund and return claims may only be initiated by the original purchaser. Claims cannot be transferred, assigned, or made on behalf of another person if the item was resold, gifted, or transferred after purchase.

## Refund Method

Approved refunds will be credited back to the original payment method (e.g., credit card, PayPal).

In some cases, and at B-Thrifty Online’s discretion, refunds may be issued as store credit. Store credit is non-transferable and does not expire.

## Thank You for Supporting Sustainable Shopping

We appreciate your understanding and support of secondhand fashion. Our team works hard to ensure every listing is accurate, and we’ll always make it right if a mistake happens.