

RETURN POLICY

Last updated April 06, 2026

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a refund or store credit. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within seven (7) days of the purchase date. All items must be returned in the same condition in which they were received.

RETURN PROCESS

To return an item, please email customer service at customers@bthriftyonline.com to obtain an Return Merchandise Authorization (RMA) number. After receiving an RMA number, place the item securely in its original packaging and Customers must first contact us at customers@bthriftyonline.com to initiate a return. In their email, they must indicate whether they prefer a store credit or a refund. The return package must include: The item being returned Proof of purchase (order invoice) A completed return form (if provided) Return options: Store credit: Includes a free return shipping label and a discount coupon for a future purchase. Refund: Includes a free return shipping label., then mail your return to the following address:

Bthrifty Online
Attn: Returns

RMA #

13412 Richmond Hwy

Woodbridge, VA 22191

United States

Return shipping charges will be paid or reimbursed by us.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least seven (7) days from the receipt of your item to process your return. Refunds

may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned:

- The following items are not eligible for return: vintage toys, collectibles and hobby items, and home goods

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

Please Note

- Returns are only accepted for clothing, shoes, jewelry, and handbags. All returns are subject to inspection, and a store credit or refund will only be issued after the item has been received and approved. Damaged Item Policy At Bthriftly, if we make a mistake, we take full responsibility. Eligible situations include: Item is damaged upon arrival Incorrect item received Item is significantly different from the description Claim requirements: Customers must submit a claim to customers@bthriftlyonline.com Claims must be submitted within 48 hours of delivery Customers must provide photo evidence from multiple angles

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

customers@bthriftlyonline.com