

## RETURNS PROCESS & POLICY

You may return ordered items up to 30 days after their receipt (with the exception of Gift Cards). Return your order as follows:

1. Pack the item(s)\*\* to be returned in the original carton using the original packaging materials and return mailing label provided by customer service. Contact [cs@myfria.com](mailto:cs@myfria.com) to request return label.
2. Fill in the form and return it with the merchandise. Include the number of returned articles and the reason for return, with the reasons stated on the packing slip.
4. Take the parcel, together with the original, filled-in return form to the nearest post office and send it by standard mail. Customer bears all return shipping costs. Please keep a copy of your postal transaction slip for your reference.
5. All refunds will be refunded to the payment method used to purchase. All questions regarding refunds should be sent to customer service for assistance via email: [cs@myfria.com](mailto:cs@myfria.com).

\*\*Fria will only accept returned items that are in gently used condition.