Exchange & Refund Policy

No Returns or Refunds

All sales are final. ThelmaLou Creations, LLC does not accept returns or issue refunds. Because many of our products are produced specifically for each order, customers are responsible for reviewing product details, sizing, colors, styles, personalization, and order information before completing their purchase.

Limited Exchanges

On a case-by-case basis, ThelmaLou Creations, LLC may approve an exchange for a similar product within 7 days of the order completion date. Approval of an exchange is at the discretion of ThelmaLou Creations, LLC and is subject to product availability.

To be eligible for consideration, items must be in new, unwashed, unworn condition and must be accompanied by proof of purchase and Return Authorization number provided by ThelmaLou Creations, LLC.

Approved exchanges are subject to a $2.00 restocking fee per item. The restocking fee will be invoiced to the customer and must be paid in full via digital invoice before the exchange will be processed or replacement items produced.

Incorrectly Ordered Items

Items ordered in the wrong size, color, or style may be considered for exchange under the policy above. A size chart is provided online for every apparel item. Customers are responsible for reviewing all sizing information and selecting the correct size, color, style, and product before placing their order. Access to each size chart is available on the website for each product.

Customers are responsible for return shipping costs associated with an approved exchange, unless ThelmaLou Creations, LLC determines that the issue was the result of an internal production or fulfillment error. To request a return, please visit https://www.thelmaloucreations.com/exchange-request.html

Production Errors

If ThelmaLou Creations, LLC determines that an item was produced incorrectly due to an internal error, we will work with the customer to correct the issue. Restocking fees and additional shipping charges will not apply to verified errors made by ThelmaLou Creations, LLC.

Shipping & Pickup Policy

UPS Shipping

Orders selected for shipping are sent via UPS, and a tracking number will be provided once your order has shipped. Once accepted by the shipping carrier, responsibility for delivery, delays, damage, or loss transfers to the carrier. Customers should contact the shipping carrier directly regarding any delivery-related issues.

FREE Campus Pickup

Orders designated for campus pickup are first delivered to the Essential Piece Café, where the café staff coordinates transportation to the campus selected by the customer during checkout.

You will receive an email notification when your order has been completed and delivered to the Essential Piece Café. Please allow a few additional business days for your order to arrive at the Mesa, Peoria, or Tucson campuses after it has been delivered to the Essential Piece Café. Please do not attempt to pick up your order until you have received the email indicating that your order has been completed.

Campus Selection & Rerouting

Customers are responsible for selecting the correct campus pickup location at the time of checkout. Please carefully review your selected location before submitting your order.

If an incorrect campus is selected and the order has already been completed and/or entered into the campus delivery process, the customer will be required to pay the applicable USPS shipping cost to have the order shipped to the correct location or address. The shipping fee will be invoiced to the customer and must be paid in full via digital invoice before the exchange will be processed or replacement items produced.

Any additional delivery time resulting from an incorrect campus selection is the responsibility of the customer.

Please double-check your campus selection before completing your order.