



Shipping & Returns

Shipping

Soft Cloth ships to anywhere in the United States, including Alaska, Hawaii, and Puerto Rico. Ground shipping is included on all orders over \$50.00 within the contiguous United States. Shipping charges for orders under \$50.00, as well as orders to Alaska, Hawaii, and Puerto Rico, will be calculated at checkout, as will any applicable duties and import taxes.

Returns

Our ultimate goal is to make online shopping easy. We stand behind the comfort and quality of our wardrobe pieces and want our customers to be satisfied. When our customers are happy, we're happy. We will gladly accept returns, with the following conditions:

- Items must be returned within 60 days to receive a refund.
- Items must be returned in the same condition as purchased: unworn or unused with all tags attached.

To initiate a return, use our **[SOFT CLOTH COSTCO NEXT RETURNS PORTAL](#)** (*press this link to be connected directly to the portal*). Please include your order number and shipping zip code. Once your return is accepted, you'll be refunded on your original payment method within 10 business days. You will also be provided a return shipping label, as well as return instructions.

Exchanges

Soft Cloth does not offer direct exchanges, so the fastest way to ensure you get what you want is to return any unwanted items you've received, and once your return is accepted, initiate a separate purchase for the new item(s).