



Returns

To start your return process, please contact customer support at support@mushie.com or call us at 1(877)687-4431 with the following information:

- First + last name
- Phone number
- Order number
- Shipping address
- Reason for return + items being returned

Hours: Monday - Friday 9am - 4pm CST

Please allow 1-3 business days to receive a confirmation email with further instructions regarding your return.

What items are returnable?

Items are returnable if they meet the following requirements:

- Within **90 days** are the receipt of goods

What are the refund options?

The following refund options are supported:

- Refund to the original payment method

How do I ship back the items?

Mushie will cover the cost of shipping if your order meets our return requirements. Once your return is approved, you will be emailed a return label to ship your product back to us.

How soon will I get my refund?

Once your returned item is received and inspected, you will be notified via email. You will also be informed about the status of your refund request. When approved, you will receive your refund in the method of reimbursement selected in your return request (either original form of payment or store credit). Please allow 1-3 business days for approval.

Can items be exchanged?

While we cannot accommodate product exchanges, customers should follow the return process to receive a refund for their item to their original form of payment.

Can I exchange or return items gifted to me?

We do not offer exchanges for gifted items. If you'd like to return gifted Mushie products, please contact our support team at support@mushie for further assistance.

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