

RETURN & REFUND POLICY

#TRUECRIMESTORY911™ APPAREL & ACCESSORIES

Effective July 15, 2026

AT A GLANCE

- Returns must be shipped within 14 calendar days after delivery.
- Merchandise must be new, unworn, unused, unwashed, unaltered, and in its original packaging.
- Customers are responsible for return shipping costs, even when the original order included free shipping.
- True Crime Story Blog administers return requests and refunds for qualifying #TRUECRIMESTORY911™ website orders.

1. Scope of This Policy

This Return & Refund Policy applies to **#TRUECRIMESTORY911™ apparel and accessories** purchased directly through www.truecrimestory911.com. #TRUECRIMESTORY911™ is an apparel and lifestyle line of True Crime Story911 Media Group. **True Crime Story Blog is responsible for administering return requests, reviewing returned merchandise, and issuing approved refunds** under this policy.

Purchases made through Etsy or another third-party marketplace are subject to the return and refund terms displayed on that marketplace at the time of purchase.

2. Return Eligibility and 14-Day Deadline

To qualify for a return, all of the following requirements must be met:

- You must contact us and ship the merchandise back within 14 calendar days after the date the order was delivered.
- The item must be new, unworn, unused, unwashed, unaltered, and free of stains, odors, pet hair, smoke, makeup, deodorant marks, or other signs of use.
- The item must be returned with any original tags, accessories, inserts, and original product packaging.
- You must provide the order number and the email address used to place the order.
- The return must follow the authorization and shipping instructions provided by our customer-service team.

Returns sent after the 14-day period, sent without authorization, or received in a condition that does not meet these requirements may be refused and returned to the customer.

3. How to Request a Return

- 1. Email:** Send a return request to refunds@truecrimestory911.com within 14 calendar days after delivery.
- 2. Include:** Provide your order number, the item being returned, the reason for the return, and clear photographs when the item is damaged, defective, or incorrect.
- 3. Wait for instructions:** Do not mail the merchandise until you receive return authorization and the correct return address.
- 4. Ship promptly:** Package the item securely and mail it within the 14-day return period. Keep the carrier receipt and tracking number until the return is completed.

4. Return Shipping Costs

Customers are responsible for all return shipping costs. This applies even when the original order qualified for free shipping. Free shipping on the original purchase does not include or provide a prepaid return label. Return shipping charges are not reimbursed unless we expressly agree otherwise in writing.

We strongly recommend using a trackable shipping service. We are not responsible for a return package that is lost, delayed, misdirected, or damaged before it reaches the authorized return location.

5. Inspection and Refund Processing

After the returned merchandise is received, it will be inspected to confirm that it meets this policy. We will notify you whether the return has been approved or declined.

Approved refunds will be submitted to the original payment method for the eligible merchandise amount. Financial institutions and payment processors may require additional time to post the credit to your account. Any return-shipping cost paid by the customer is not refundable.

6. Damaged, Defective, or Incorrect Items

Please inspect your order promptly after delivery. If an item arrives damaged, defective, or different from what you ordered, email refunds@truecrimestory911.com as soon as possible with your order number and clear photographs of the product, packaging, and shipping label. Do not discard the product or packaging until the claim has been reviewed and instructions have been provided.

7. Items That Cannot Be Returned

The following items are not eligible for a return unless they arrive damaged, defective, or incorrect:

- Custom-made, personalized, or specially modified merchandise;
- Digital products, downloadable products, or gift cards;
- Items marked “final sale” or otherwise identified as non-returnable before purchase;
- Merchandise that has been worn, washed, used, altered, damaged after delivery, or returned without its original packaging and included materials.

8. Order Cancellations and Out-of-Stock Items

Because many apparel and accessory products may enter production soon after an order is placed, an order cannot be guaranteed to be canceled or changed after submission. Contact us promptly if you need assistance. If we cancel an order because an item is unavailable or cannot be fulfilled, the affected amount will be refunded to the original payment method.

9. Policy Updates

We may revise this policy to reflect changes in our products, operations, website, or applicable requirements. The effective date shown at the top of this page identifies the current version. The policy displayed at the time of purchase will generally govern that order, except where a different result is required by applicable law.

10. Contact Us

Return and refund questions: refunds@truecrimestory911.com

Website: www.truecrimestory911.com

NOTICE: Nothing in this policy limits any non-waivable rights or remedies available under applicable consumer-protection law.