

RETURN & REFUND POLICY

Updated July 16, 2026

#TRUECRIMESTORY911™ is an apparel and accessories line sold through True Crime Story Blog. True Crime Story Blog is the seller of record and is responsible for administering all returns, return approvals, and refunds for purchases made through www.truecrimestoryblog.com.

1. Definitions

- **Seller:** “True Crime Story Blog,” “we,” “us,” and “our” refer to True Crime Story Blog, the website and seller responsible for processing eligible returns and refunds.
- **Brand:** “#TRUECRIMESTORY911™” refers to the apparel and accessories line offered for sale through True Crime Story Blog.
- **Website:** “Website” refers to True Crime Story Blog at www.truecrimestoryblog.com.
- **Customer:** “Customer” or “you” refers to the person or entity that purchases a #TRUECRIMESTORY911™ product through the Website.
- **Merchandise:** “Merchandise” refers to eligible #TRUECRIMESTORY911™ apparel and accessory products purchased through the Website.

2. Return Window

Customers may request a return within 14 calendar days after the merchandise is delivered. The return package must be postmarked within that same 14-day period. Returns requested or shipped after the 14-day return window may be declined.

3. Return Eligibility

To qualify for a return and refund, the merchandise must:

- Be new, unworn, unused, unwashed, and unaltered.
- Be returned in its original packaging, with any original tags or product materials included.
- Be free from stains, odors, pet hair, damage, or other signs of wear or use.
- Include the order number or other valid proof of purchase from True Crime Story Blog.

Merchandise that does not meet these conditions may be rejected and may be returned to the customer at the customer's expense.

4. How to Start a Return

Before mailing a return, contact True Crime Story Blog at refunds@truecrimestoryblog.com. Include your order number, the item you wish to return, and the reason for the return. Approved return instructions and the applicable return address will be provided by email. Do not send merchandise to an address that has not been confirmed through the return process.

5. Return Shipping Costs

Although standard shipping may be provided free of charge when an order is placed, the customer is responsible for all costs associated with returning the merchandise. Return shipping charges are not reimbursed or refunded.

Customers should use a trackable shipping method and retain the shipping receipt and tracking number. True Crime Story Blog is not responsible for return packages that are lost, misdirected, delayed, or damaged before they are received.

6. Inspection and Refunds

After the returned merchandise is received, True Crime Story Blog will inspect it to determine whether it complies with this policy. The customer will be notified when the return has been approved or rejected.

If approved, the eligible refund will be issued to the original payment method used for the purchase. The time required for the refund to appear may vary depending on the bank, card issuer, or payment provider.

True Crime Story Blog is responsible for processing and communicating all approved returns and refunds for #TRUECRIMESTORY911™ merchandise purchased through True Crime Story Blog.

7. Damaged, Defective, or Incorrect Merchandise

If merchandise arrives damaged, defective, or different from what was ordered, contact refunds@truecrimestoryblog.com as soon as possible. Include the order number and clear photographs of the item and packaging so the issue can be reviewed. Do not discard the merchandise or packaging until instructions are provided.

8. Order Cancellations by the Seller

If True Crime Story Blog is unable to fulfill an order and cancels it before shipment, any amount paid for the cancelled item will be refunded to the original payment method.

9. Consent and Policy Changes

By purchasing #TRUECRIMESTORY911™ merchandise through True Crime Story Blog, you acknowledge and agree to this Return & Refund Policy. We may update this policy when necessary. The version posted on the Website at the time of purchase will apply to that order, except where applicable law requires otherwise.

10. Contact Us

Questions about returns or refunds for #TRUECRIMESTORY911™ apparel and accessories purchased through True Crime Story Blog should be directed to:

Seller	True Crime Story Blog
Email	refunds@truecrimestoryblog.com

This policy applies to #TRUECRIMESTORY911™ merchandise purchased through True Crime Story Blog.