

RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Mail items to:

StringRise
4136 Billy Mitchell Drive
SFW2102-3
Addison, TX 75001

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 5 business days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at stringrise@gmail.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at stringrise@gmail.com and send your unused item to:

StringRise
4136 Billy Mitchell Drive
SFW2102-3
Addison, TX 75001

Gifts

If you received an item as a gift and need to return it for store credit in the form of a gift card, send us an email at stringrise@gmail.com to let us know, and then mail it to:

StringRise
4136 Billy Mitchell Drive
SFW2102-3
Addison, TX 75001

Once the returned item is received, is found to be in unused condition in original packaging and is approved, you will receive a store credit in the form of a gift card within 5 business days.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

Other

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

We do not provide refunds for previously provided or contracted trainings, workshops, consulting, clinics, or other services or programs.

We do not provide subscription refunds, but you are welcome to discontinue subscription and membership services to prevent ongoing charges.