



Return & Exchange Policy

Thank you for shopping with GSWISE! We want you to be completely satisfied with your purchase. If you are not entirely happy with your item, we're here to help.

Returns

- **Timeframe:** You may return most items within **90 days** of purchase for a full refund or exchange.
- **Condition:** Items must be unused, in the same condition that you received them, and in the original packaging (if applicable).
- **Receipt Required:** A valid receipt or proof of purchase is required for all returns.

Non-Returnable Items

- Sale or clearance items
- Gift cards
- Personal care items (e.g., earrings, cosmetics) for hygiene reasons

Exchanges

- We only replace items if they are defective or damaged.
- If you need to exchange it for the same item, please contact us at customercare@gswise.org or **1-800-565-4475**.

Refunds

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within **5-10 business days**.

Return Process

1. Contact us at Customer Care: **1-800-565-4475** to initiate a return.
OR
2. Bring the return item to either store location.
 - a. Woodhaven (Kenosha): 2303 37th Street, Kenosha, WI 53140
 - b. Marion Chester Read Service Center (Milwaukee): 131 S. 69th Street, Milwaukee, WI 53214