

# Refund & Return Policy

The Bra Market | Effective Date: May 6, 2026

At The Bra Market, we want you to feel great in every bra you own. We stand behind what we sell and want to make the return and refund process as straightforward as possible.

## In-Store Purchases

### Returns

Items purchased in-store may be returned within 14 days of purchase with a receipt, provided they are:

- Unworn and unwashed
- In original condition with all tags attached
- In original packaging where applicable

We cannot accept returns on items that have been worn, washed, or altered. Due to the intimate nature of bras, all sales are final on items that show signs of wear.

### Exchanges

We gladly offer exchanges for a different size or style within 14 days of purchase. If your bra doesn't fit as expected after wearing it home, please come in and we'll work with you to find the right fit — that's what we do.

### Defective or Damaged Items

If you receive a defective or damaged item, please contact us within 14 days of purchase. We will replace the item or issue a full refund at our discretion.

## Online / Retail Orders

If retail products are available for purchase through our website, the following applies:

### Return Window

Returns are accepted within 14 days of delivery. Items must be unworn, unwashed, and in original condition with tags attached.

### Return Shipping

Customers are responsible for return shipping costs unless the item was received defective or incorrect. We recommend using a trackable shipping method. We are not responsible for returns that are lost in transit.

### Refund Processing

Once your return is received and inspected, we will process your refund within 5–7 business days. Refunds will be applied to the original payment method.

## **Digital Products — Find Your Fit (FYF)**

**Find Your Fit (FYF)** ([thebramarket.com/findyourfit-mini](https://thebramarket.com/findyourfit-mini)) is a self-paced digital program priced at \$49.

### **Refund Eligibility**

Because digital content is delivered immediately upon purchase, all sales of digital products are generally final. However, we want you to feel confident investing in your fit.

If you are dissatisfied with your purchase, please contact us within 7 days of purchase and describe your concern. We will review refund requests on a case-by-case basis and work with you to make it right — whether that means additional support, guidance, or a refund at our discretion.

### **Non-Refundable Circumstances**

- Requests made more than 7 days after purchase
- Accounts showing full program access or completion
- Dissatisfaction based on personal preference rather than a program defect

### **How to Initiate a Return or Refund**

To start a return or request a refund, please contact us:

- Email: [hello@thebramarket.com](mailto:hello@thebramarket.com)
- Website: [thebramarket.com](https://thebramarket.com)
- In-store at our Jasper, Indiana location

Please include your name, order number (if applicable), and a brief description of the issue.

### **Questions?**

We're real people who genuinely care about getting this right for you. Don't hesitate to reach out — we'd rather hear from you than have you walk away unhappy.