

Refund policy

Return Items

If you would like to return an item, please note that all items must be returned in the same condition you received it and within 7 days of delivery. Once the item has been safely received and shows no sign of use, I will provide a refund.

To initiate a return, please contact Sara at originalbrooks@gmail.com with your order number and I will provide you with the return label(s). Cost of the return shipping label will be deducted from the refund.

Clearance and Custom Items

There are no returns for clearance or clearance items. All sales are final. If you received an item/order that is damaged or incorrect, please contact Sara at originalbrooks@gmail.com with your order number and I will remedy the situation promptly.

Shipping Policy

Original Brooks's business practice includes reuse, reduce, and recycle principles. All orders are packaged using reused and recyclable bubble wrap, mailers, and packing paper collected from the community.

Standard Shipping

I use USPS Ground Advantage to ship all orders, unless requested otherwise. Orders ship within 5 business days upon receiving the order. Once shipped, most orders will arrive in 2 to 5 business days, depending on your location and time of year. A shipping confirmation letter will be sent with a tracking number.

If your package arrives damaged, please hold onto original packaging and item to make a claim. If an item is missing, please contact USPS with your tracking number. Original Brooks will not make any claims on behalf of the buyer.