

GOODY BOXES<sup>SM</sup>

## FREQUENTLY ASKED QUESTIONS

### OVERVIEW

#### **What is a Goody Box<sup>SM</sup>?**

A Goody Box<sup>SM</sup> is a unique collection of clothing curated by us and customized for you from our thredUP inventory. Each Goody Box<sup>SM</sup> features a sampling of secondhand items sourced from women's closets across the country (and rigorously screened for quality). We believe that Goody Boxes<sup>SM</sup> offer you an alternative way to shop, discover new brands, and find items to complement your existing wardrobe. Plain and simple, our goal is to deliver you the joy and beauty of secondhand.

#### **How do you customize the Goody Box<sup>SM</sup> to me?**

When you order a box, you'll fill out your shopping preferences and will have the opportunity to add notes for your stylist. In addition, the styling team is can see your history of purchases and favorites from thredUP. We'll use this information to learn more about you and make sure the items we select fit those specifications as best we can.

#### **I've never shopped on thredUP before. What can I expect?**

First and foremost, you can expect high-quality secondhand goods. Every item sent to us in a Polka Dot Bag is examined carefully by a real-life human being to ensure that it meets the quality standards we strive for. Fun fact: we actually only accept 40% of what comes into our warehouses! You can also expect an impressive variety of brands and styles. Since we are sourcing our clothing from women across America, you'll find incredible richness and diversity of our inventory (over 35,000 brands!). And finally, you can expect a commitment from us to make sure you are pleased with your experience. We are proud of the business we have built, and we can't wait to share the beauty of secondhand with you. If you have any hesitations at all, please let us know at [goody-support@thredup.com](mailto:goody-support@thredup.com).

### STYLISTS

#### **Who will be curating my box?**

One of our awesome thredUP stylists! Our hiring process is competitive, and we only pick individuals who have experience in styling and fashion, a strong desire to make other women look and feel their best, and an uncanny attention to detail. We provide rigorous training to ensure each Goody Box<sup>SM</sup> is personalized and catered to your preferences.

### **What information does my stylist see about me as she is preparing my box?**

Your personal stylist will have access to the shopping preferences you filled out before placing your order, as well as your favorite and order history from thredUP in the past.

### **If I see an item on thredUP that I like, can I tell my stylist about it?**

When you are ordering your box, you may absolutely let your stylist know about which items you like from our site. However, since each item is one-of-a-kind, we cannot guarantee that the item you request will be available when we're designing your box. If you are eyeing a particular item, we'd recommend adding it to your cart before it gets snatched up!

## **COST**

### **How much will my Goody Box<sup>SM</sup> cost?**

To start, you only need to leave a \$10 deposit to get a Goody Box<sup>SM</sup>. Once you receive the Goody Box<sup>SM</sup>, you'll receive a price list for the items that are included and you can choose to keep only the items you love! The deposit and any available thredUP credits will be applied to the cost of the items you keep. Any remaining amount will be charged to your original method of payment.

### **Can I use thredUP credit to pay for my Goody Box<sup>SM</sup>?**

Yes! thredUP credits cannot be applied to the initial deposit. However, once your order is complete, we apply any available thredUP credits to the box before charging the remainder on your original method of payment.

### **Can I apply promotions to my Goody Box<sup>SM</sup>?**

Unfortunately, thredUP discounts and promotions cannot be applied to Goody Boxes<sup>SM</sup> at this time. Goody Boxes<sup>SM</sup> do have their own promotions. If you keep \$75 in item value (excluding taxes), you will receive a \$10 thredUP credit for a future Goody Box<sup>SM</sup> or thredUP purchases. Shopping credit is good for 90 days and excludes future Goody Box<sup>SM</sup> deposit fees.

## **PLACING AN ORDER**

### **After I place my order, when can I expect my Goody Box<sup>SM</sup>?**

Goody Boxes<sup>SM</sup> are typically fulfilled within 3-4 days after you place your order. After fulfillment, shipping usually takes between 3-8 business days. We will let you know as soon as your Goody Box<sup>SM</sup> is headed your way, in addition to providing a tracking number.

**Can I preview my order?**

Unfortunately, Goody Boxes<sup>SM</sup> cannot be previewed before they are shipped. We hope that you will be positively surprised and delighted with the Goodies we find for you when you open your box.

**Oh no! I need to cancel my order. Who should I contact?**

If you would like to cancel your order, you may e-mail [goody-support@thredup.com](mailto:goody-support@thredup.com) to let us know. Please note that once our stylists begin curating the box, your Goody Box<sup>SM</sup> cannot be cancelled.

**Is this a subscription service?**

Nope! We know subscription services can be frustrating, and we invite you to order Goody Boxes<sup>SM</sup> on your own schedule.

**Can I request the same stylist again?**

Of course! When you are placing your order, please specify that you'd like to have the same stylist as before. She'll be thrilled to curate another set of Goodies for you!

**RETURNS****How long do I have to return my items?**

You'll have 7 days from your delivery date to postmark your return shipment.

**How much does it cost to return some of my Goodies?**

Returns are free! Just attach the prepaid shipping label to your Goody Box<sup>SM</sup> (or any other box you'd like) and drop it off at your local USPS location. We'll take care of the rest.

**What happens if I decide I don't want to keep any of my Goodies?**

Our hope is that there will be at least a few Goodies you'll like. Of course, if that's not the case, please send them back to us with the prepaid shipping label. Unfortunately, the \$10 deposit is not refundable if you don't find any items you like. We encourage you to reach out to our support team at [goody-support@thredup.com](mailto:goody-support@thredup.com) to give us feedback and ensure your next Goody Box<sup>SM</sup> is successful.

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Don't see your question answered here?

Contact our Goody Box Team at [goody-support@thredup.com](mailto:goody-support@thredup.com)