



A lifeline for shelter dogs

The Brandi Project FAQ

1. **Do you offer any Free or Discounted Shipping options?** No, we do not currently offer Free or Discounted Shipping Options
2. **When is my order processed?** The Brandi Project ships orders via USPS (United States Postal Service) the next 2 business days after you have placed your order.
3. **Can I change my order after it is placed?** While we will try to accommodate your request, we may not be able to catch your order in time. You can always return or exchange any unwashed and unworn merchandise.
4. **How do I return/exchange an item?** The Brandi Project always wants our customers to be satisfied. You may return or exchange an unworn and unwashed item with a receipt. Please visit our returns page for all of the necessary information. Please include a Return Form detailing the specifics of your order and the original receipt in order to ensure that you receive the appropriate credit for your item. Note that if you do not have your original receipt we will credit you for the lowest selling price of the item and may need to contact you for your credit card information. The cost to ship the return will be deducted from your credit unless the item was damaged or defective.
5. **Which shipping vendor should I use to return my package?** You can use any convenient shipping vendor as long as they provide tracking information to you. If goods are lost during transit, and no tracking number or receipts can be provided, we will not be able to issue a return, exchange or merchandise credit.
6. **Where is my order?** Upon shipment of your order you should have received an email containing your shipping information and ability to track the order. If you cannot locate this information please email us at brandi@therandiproject.com.
7. **Can I ship orders internationally?** Unfortunately, we are not currently shipping orders internationally at this time we apologize for the inconvenience.
8. **How much is shipping and handling for my order?** When you place your order, the shipping and handling will appear for each option
9. **Where is the store closest to me?** You can currently buy The Brandi Project Merchandise at Cowesett Inn, 226 Cowesett Ave, West Warwick, RI 02893
10. **I have an item I bought from you previously but can't find it?** Our website carries our current inventory. If you cannot find the item you are looking for please email brandi@thebrandiproject.com and we will do our best to accommodate your request or offer alternative production suggestions.