

GIRLZ GEAR HOLDS & SPECIAL ORDERS

Customer Holds

Girlz Gear associates are happy to place orders on hold for later pick up. Orders will be held for two weeks. If orders need to be held longer, please let associates know when you will pick up your order.

Customer Special Orders

If Girlz Gears shops are out of an item or do not carry an item you would like to purchase, we would be happy to place a special order for you. Please note that special orders for items that are not regularly carried in the shops may not be eligible for returns. Once received, special orders will be held for 30 days. If you need the order to be held longer, please let associates know when you will pick up your order.

Paid Orders on Hold

Any paid orders (not using Cookie Dough) for non-custom items on hold for more than 90 days will be returned to the shelf and subjected to a restocking fee of 25% of the purchase price. The remainder of the purchase price will be returned to the customer as store credit.

Paid orders using Cookie Dough cannot be refunded to the customer after the Cookie Dough expiration date. 90 days after the Cookie Dough expiration date, the item will be returned to the shelf.

Pre-paid custom orders cannot be restocked and cannot be returned for store credit.