

Defective-Only Return Policy for Preowned Items

Effective Date: September 1, 2025

Last Updated: September 1, 2025

At **One More Time Finds**, every preowned, thrifted, and vintage piece is carefully inspected, cleaned, and described as accurately as possible before listing. Because each item is unique and may show natural signs of age or prior use, **all sales are considered final**, except in the rare case of a verified defect.

What Qualifies as a Defect

A “defect” means a significant issue that was **not described or visible** in the product listing at the time of purchase — for example:

- A broken or non-functional part not disclosed in the description
- A large crack, tear, or stain that wasn’t shown in photos
- The wrong item was sent by mistake

Minor cosmetic wear, light scratches, or small imperfections typical of preowned and vintage items **are not considered defects**.

Return Process

1. Contact us within 3 days of receiving your order at **onemoretimefinds@gmail.com** with photos and a description of the issue.
2. We’ll review your claim and respond within 2 business days.
3. If approved, you’ll receive return instructions. Items must be shipped back in the **original packaging (or equivalent protection)** within 7 days of approval.
4. Once received and verified, we’ll issue a **refund or store credit** for the item price. Shipping fees are non-refundable.

Additional Notes

- Returns without prior approval will not be accepted.
- Refunds are processed only after inspection and confirmation that the defect was not disclosed.
- For items marked “as is” or “final sale,” no returns are accepted under any circumstances.
- This policy applies only to **preowned items**. New, handmade, or upcycled products may follow a separate return policy if noted.