

# FAQ

## CUSTOMER SERVICE CLOSURES

Our offices are closed the following days of 2022: 1/17, 2/21, 5/30, 7/4, 9/5, 10/10, 11/24, 11/25 and 12/26 - 12/30.

## DO YOU OFFER GIFT WRAPPING?

We do not have gift wrapping available, however we do include 1 complimentary White + Warren branded cotton dustbag with each order. [Click here to purchase additional bags.](#)

## PROMOTION CODE TERMS AND RESTRICTIONS

Promotion codes cannot be combined with other codes or discounts. Gift Cards cannot be purchased using a promotion code.

## HOW DO I CANCEL OR MODIFY MY ORDER?

Our warehouse works quickly so we can get our orders to you as soon as possible! If you need to make a change to your order, contact us within 24 hours by phone or email and we will be happy to help you. After the order has been processed, we are unable to make changes but we offer free shipping and returns.

## I PLACED MY ORDER BUT FORGOT TO APPLY MY PROMO CODE!

Not to worry, we would be happy to apply the discount manually for you. Please reach out to [customerservice@whiteandwarren.com](mailto:customerservice@whiteandwarren.com) or give us a call at 877-887-7707 with your order number and promo code to be applied. When a refund is issued against your payment it will mark your order as FINAL SALE and you will be unable to return/exchange it through our online portal. Once you receive the order, please reach out to us by email or phone to notify us if you will be returning or exchanging the order. If you will be keeping the order, send us an email and I will process the requested discount at that time.

## HOW MUCH IS SHIPPING IN THE U.S. AND HOW LONG DOES IT USUALLY TAKE TO ARRIVE?

We offer five types of domestic shipping options: Free FedEx SmartPost (hybrid with USPS) which delivers in 7-10 business days (delivery to Hawaii, Alaska and APO Boxes can take up to 30 days) Please select this option for PO Box delivery, \$8 Ground shipping which delivers in 1-5 business days, \$18 Three Day Air, \$25 Two Day Air and \$30 1 business day shipping. [Learn more about our shipping options here.](#) Please also note that the shipping window begins after the order is shipped not after the order is placed.

## DO YOU SHIP INTERNATIONALLY?

Yes! At checkout select your desired shipping country from the dropdown menu. All duties, taxes and shipping costs will be calculated at checkout for you. [Click here to learn more about our international shipping options.](#)

## HOW CAN I RETURN A GIFT?

Please visit [returns.whiteandwarren.com](https://returns.whiteandwarren.com) and select "Returning A Gift" Don't worry—that thoughtful person will never know! You may also reach out to [customerservice@whiteandwarren.com](mailto:customerservice@whiteandwarren.com) or give us a call at 877-887-7707. Have the full name of the person that purchased the gift for you as well as the item you would like to return handy.

#### CAN I RETURN OR EXCHANGE W+W ITEMS PURCHASED FROM ANOTHER RETAILER?

We wish we could, but unfortunately you will have to process that return or exchange with the boutique directly.

#### HOW DO I REDEEM MY WEBSITE CREDIT?

If you were issued a credit prior to August 2019, please reach out to [customerservice@whiteandwarren.com](mailto:customerservice@whiteandwarren.com) for more information.

#### DO YOU HAVE GIFT CARDS?

We do! Simply select an amount, make the purchase and wait for your order confirmation email. Within 24 hours you'll receive a second confirmation email with a virtual Gift Card. You can either forward that email directly to the recipient or send the Shopify link. Either way, the lucky recipient will be able to start shopping and use her unique code to redeem the credit at checkout. No gift receipt is necessary (as it's not eligible for return) and no service fees or expiration dates apply. Steps to order a gift card: 1. Select the amount. 2. Check out as you normally would. 3. Wait for your order confirmation email. 4. Within 24 hours, you'll receive an email with the virtual Gift Card. 5. Either forward that email to the lucky recipient or send the Shopify link. 6. Pat yourself on the back ;) [Click here](#) to purchase electronic gift cards. Contact [customerservice@whiteandwarren.com](mailto:customerservice@whiteandwarren.com) with any questions.

#### HOW DO I COMPOST MY WHITE + WARREN GARMENT BAG?

At White + Warren, sustainability is one of our core values, and we strive to take steps—large and small—to reduce our impact on the environment every single day. Our items are shipped in biodegradable polyethylene bag thanks to [TDPA™ technology](#). If you compost at home, simply dispose of the polybags with your other compost waste and they will decompose. If you do not compost at home, we recommend doing a quick search of "compost sites near me"—many parks, farmers markets, gardens and other community spaces have public dropoff locations.

[Although compost is the ideal method for disposing of your polybags, you can dispose of them in your regular garbage and they will decompose over time.](#)

#### TELL ME ABOUT YOUR CASHMERE.

White + Warren cashmere is ethically sourced in Mongolia and knit at our manufacturing partners. All of our cashmere is made from fiber traceable to regions of Inner Mongolia. Our design team worked with our factory to develop a cashmere wash with an exceptionally soft hand feel, and our designers formulate unforgettable colors each season.

#### CAN I FEEL GOOD ABOUT WEARING WHITE + WARREN?

We are passionate about sustainability and committed to producing the best product in ethical ways. All of our cashmere is traceable and will always be produced using transparent ethical and environmental practices. We have worked with our cashmere partners for more than two decades and are proud to say that our factory is certified by The Good Cashmere Standard® and The Sustainability Fibre Alliance. We're continuously looking for innovative ways to create less waste. [Read more about our sustainable practices here.](#) [Read more about our sustainable practices here.](#)

#### HOW DO I CARE FOR MY CASHMERE?

We're thrilled you asked! White + Warren cashmere is renowned for its exceptionally soft handfeel and eye-catching colors. Keep it in the best condition with a little TLC. Learn how to keep your cashmere looking—and feeling—like new [here](#)

#### HOW DO I RETURN A WHITE + WARREN PURCHASE FROM MADEWELL.COM?

White + Warren items purchased on Madewell.com must be returned directly to White + Warren and will not be accepted at Madewell stores or the Madewell distribution center. To initiate these returns, please email [customerservice@whiteandwarren.com](mailto:customerservice@whiteandwarren.com) within 30 days of purchase.

#### WHAT IS AFFIRM?

Affirm offers payment installment plans for online shoppers: buy what you want today; pay it in four installments, interest-free.

Step 1) Select affirm at checkout

Step 2) Complete the secure online application and receive an instant decision

Step 3) your purchase will be split into 4 payments, payable every two weeks

#### WHAT HAPPENS WHEN I PURCHASE A PRE-ORDER ITEM?

Payment for pre-orders will be processed within 7 days of order placement and orders will be shipped per the date outlined in the Description on the product page.