



Merchandise Return & Refund Policy

Last Updated: September 2026

At Bloom Loft, many of our apparel and merchandise items are made especially for you when your order is placed. Because these products are made to order, we are unable to accept general returns or exchanges for changes of mind, incorrect sizing, or color preferences.

Please review product descriptions and sizing information carefully before placing your order.

Damaged, Defective, or Incorrect Items

We want you to love what you receive. If your order arrives damaged, defective, misprinted, or you receive an incorrect item, please contact Bloom Loft within **14 days of delivery** so we can make it right.

Please include:

- Your name and order number
- A brief description of the issue
- Clear photos of the item and the issue

Once we review your request, eligible items may be replaced or refunded at no additional cost to you.

Sizing & Exchanges

Because our merchandise is produced on demand, we are generally unable to offer exchanges if the incorrect size or color was selected at checkout.

We encourage you to review the sizing information provided on each product page before ordering. If you believe you received a size or color different from what you ordered, please contact us within 14 days of delivery.

Change of Mind

We do not accept returns or provide refunds for buyer's remorse, including a change of mind regarding the style, fit, size, or color of an item when the correct item was produced and delivered.

Order Changes & Cancellations

Orders may begin production shortly after they are placed. For this reason, we cannot guarantee that an order can be changed or canceled once it has been submitted. If you notice an error in your order, please contact us as soon as possible. We will do our best to accommodate your request if production has not yet begun.



Incorrect Shipping Addresses

Customers are responsible for providing a complete and accurate shipping address at checkout.

If an order is returned, lost, or requires reshipment because an incorrect or incomplete address was provided, additional shipping or replacement costs may be the responsibility of the customer.

Lost Packages

If your package appears to be lost in transit, please contact us as soon as possible with your order information. We will review the shipment and work with our fulfillment partner to determine the appropriate resolution.

Bloom Loft is not responsible for packages that are confirmed as delivered by the shipping carrier but are subsequently lost, misplaced, or stolen.

Refunds

When a refund is approved, it will be issued to the original method of payment. Please allow additional time for your bank or payment provider to process and post the refund.

Original shipping charges are non-refundable unless the refund is the result of an error with your order.

Contact Us

Questions or concerns about a merchandise order? Please contact Bloom Loft and include your order number so we can assist you.

Bloom Loft

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Nothing in this policy is intended to limit any rights or remedies available to you under applicable law.