

Our customer service team is available Mon~~day~~–Fri~~day~~, 9:00 a.m.–5:00 p.m. ~~est~~ET, and answers emails within ~~24~~twenty-four hours. We ship orders Mon~~day~~–Fri~~day~~ via UPS, USPS, and FedEx, and customers in the ~~northeast~~Northeast usually rec~~ei~~ve packages in ~~2–3~~two to three days. Rush orders can be placed thr~~ough~~u our site but please note the warehouse may close early on holidays and Fridays. International shipments are subject to VAT and other fees; see our policy page.

In 2024 the company launched a “Buy Better” initiative focused on durable, repairable products ~~and~~ pledged to reduce returns by 25~~percent~~%. As the CEO said in the ~~“New York Times”~~ article “On Doing More ~~With~~with Less.” the goal is to make things that last longer, use fewer resources, and support local makers. The program started with three pilot stores in ~~ny~~New York City, Boston, and ~~P~~Philadelphia, then expanded nationwide.

We also host free workshops every Sat~~urday~~urday afternoon: how-to sew on a button, fix a zipper, and care for wool. Last week’s event drew more than 75+ people from ~~8–80~~years-old~~ages eight to eighty~~. Sign~~up~~is~~ups are~~ recommended but walk-ins are welcome.

Note: If you’re a member of our Loyalty Program, you’ll rec~~ei~~ve early access to product drops, exclusive previews, and invites to members-only events.

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