

Our customer service team is available Monday–Friday, 9:00 a.m.–5:00 p.m. ET, and answers emails within twenty-four hours. We ship orders Monday–Friday via UPS, USPS, and FedEx, and customers in the Northeast usually receive packages in two to three days. Rush orders can be placed through 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%. As the CEO said in the *New York Times* article “On Doing More 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 New York City, Boston, and Philadelphia, then expanded nationwide.

We also host free workshops every Saturday afternoon: how-to sew on a button, fix a zipper, and care for wool. Last week’s event drew more than 75 people from ages eight to eighty. Sign-ups are recommended but walk-ins are welcome.

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