

Shipping Policy

Shipping Policy

Last Updated: _____

Contact: support@suitheritage.com

1. Where We Ship

Suit Heritage currently ships only in the United States. We do not currently offer International shipping. If this changes, this policy page will be updated accordingly.

All orders are dispatched from our fulfillment facility on 536 Anderson Ave, Pittsburgh, PA 15239, USA via our domestic fulfillment partners (i.e. FedEx, DHL and UPS).

Addresses We Do Not Ship To

- P.O. boxes, APO/FPO military addresses, or package forwarding services are not accepted by default. If you need to ship to one of these addresses, email support@suitheritage.com before placing your order to confirm whether an exception is possible.
- Addresses where courier delivery is confirmed unavailable.

If you have questions about your delivery address before placing an order, contact support@suitheritage.com.

2. Shipping Cost & Delivery Times

We offer free shipping on all orders anywhere in the United States. No minimum order value applies.

Order Type	Cost	Handling Time	Transit Time	Total Delivery Time (Estimated)
Standard Size	Free	2 - 3 weeks	5 - 7 days	2.5 - 4 weeks
Tailored Size / Made-to-Measure	Free	2 - 3 weeks	5 - 7 days	2.5 - 4 weeks
Custom Made / Bespoke Suits	Free	3 - 4 weeks	5 - 7 days	3.5 - 5 weeks

(Please note that handling and shipping times may vary during peak seasons or promotional events. In such cases, we will notify you via email or a phone call.)

Handling & Transit Times

- Handling time is the period between when you place your order and when it is dispatched. During this time your order is tailored/manufactured, quality checked, packed, and handed to the fulfillment partner.
- Transit time begins after your order has been dispatched and tracking has been sent to you.

Important Info:

- Production for Tailored (Made-to-Measure) and Custom (Bespoke Suits) products begin once you approve and confirm your measurements and specifications
- Business days are Monday through Friday, excluding US public holidays.
- Orders placed on weekends or public holidays begin processing on the next business day.

3. Order Tracking

Once your order has been dispatched, you will receive a shipping confirmation email with a tracking number that you can use to **track your order** through our site or that carrier's website.

- Tracking updates may take 24 to 48 hours to appear after the courier receives your package.
- If you do not receive tracking information within the expected handling window or if your tracking shows no movement for more than 5 business days, contact us immediately at support@suitheritage.com and we will investigate on your behalf.

4. Delivery Confirmation

Most orders are delivered without a signature requirement, using Left-at-Door delivery with Proof of Delivery (a time-stamped photo of the delivered package taken by the carrier). This photo is available to us and can be shared with you if a delivery dispute arises. If you require signature-on-delivery for your order (e.g. high-value or Bespoke shipments), please contact support@suitheritage.com before placing your order to arrange this.

5. Taxes

All prices displayed on our website for orders delivered within the United States are final prices and already include applicable sales taxes and other required taxes. Customers will not be charged any additional taxes or fees after checkout. The total amount shown at checkout is the final amount you will pay.

6. Incorrect Address

Always double-check your shipping address at checkout. If you notice an error, contact us immediately at support@suitheritage.com. If your order has not yet been dispatched, we can

update the correct address from our end. However if the order is dispatched, we will be unable to redirect it in most cases. Filling in the correct address is the responsibility of the customer, and we will not be responsible for it.

7. Lost or Missing Products

All shipments are insured. If tracking shows your order as delivered but you have not received it, or you do not see any tracking movement within the above-mentioned timeframe (*see transit times in section 2, “[Shipping Cost & Delivery Times](#)”*), then email us at support@suitheritage.com so we can assist you further.

Before contacting us, please check with members of your household, neighbours, and any designated safe delivery locations (such as a porch, parcel locker, reception desk, or mailroom), and also contact the shipping carrier directly, as they may be able to provide additional delivery information or resolve the issue more quickly.

Please report a suspected lost or non-delivered parcel within 5 business days of the expected delivery date (or, if the parcel is marked as delivered, within 5 business days of the carrier's delivery scan). We will then open a carrier trace or investigation where applicable. Reports submitted after this period may limit our ability to investigate or file a claim with the carrier, as carriers often have strict claim deadlines.

Once a carrier marks a parcel as delivered, responsibility for the package transfers to the customer. In the event of suspected theft after delivery, we will assist you in filing a carrier claim, but we cannot guarantee replacement in such cases.

8. Damaged Packages

All shipments are insured. If your package arrives visibly damaged, photograph the outer packaging before opening it. Email support@suitheritage.com with your order number and photos within 24 to 48 hours of receiving your order. We will offer a replacement, refund, or a fair resolution based on the findings. However, if your product has a manufacturing defect, please refer to our ***Return & Refunds Policy***.

9. Additional Note

Suit Heritage remains fully responsible for your experience. You will always deal directly with us directly, not with a tailor/manufacturer nor any other third-parties for all order communication, tracking, returns, exchanges, and refunds.

Return Policy

Returns & Refunds Policy

Last Updated: _____

Contact: support@suitheritage.com

We want you to love your suit purchase from us. But if something is not right, we are always happy to help. This policy explains your return and refund options clearly and fairly.

Note: Business days are Monday through Friday, excluding US public holidays.

1. Order Types

Suit Heritage offers three (3) different order types: **A.** Standard Size garments selected from our published range, **B.** Tailored Size / Made-to-Measure (MTM) garments built to measurements you provide, and **C.** Custom Made / Bespoke Suits garments built to your style/customization preferences. Because these 3 order types are manufactured and produced differently, they carry different terms set out below:

A. Standard Size Orders

Standard size items are eligible for return in the following situations:

- **Damaged/Defective on Arrival:** The garment has a manufacturing fault, construction error, or was damaged in transit.
- **Wrong Size/Item:** The size, color, or the item you received does not match what you ordered and confirmed at checkout.

B. Tailored Size / Made-to-Measure (MTM)

Tailored size / Made-to-Measure (MTM) items are eligible for return in the following situations:

- **Damaged/Defective on Arrival:** The garment has a manufacturing fault, construction error, or was damaged in transit.
- **Wrong Item:** The color, or the item you received does not match what you ordered and confirmed at checkout.
- **Wrong Tailoring:** The item(s) does not match the measurements that you provided and confirmed. Please note that we are not responsible if you have failed to provide us with accurate measurements.

C. Custom Made / Bespoke Suits

Custom Made / Bespoke Suits items are eligible for return in the following situations:

- **Damaged/Defective on Arrival:** The garment has a manufacturing fault, construction error, or was damaged in transit.

- **Wrong Item/Customization:** The color, or the item you received does not match what you ordered and confirmed at checkout. However, we are not responsible if you have failed to provide us with accurate measurements and specifications for the customization.
- **Wrong Tailoring:** The item does not match the measurements you provided and confirmed. We are not responsible if you provided inaccurate measurements.

2. What to Do?

- Contact us within 14 days of delivery at support@suitheritage.com with your order number and clear photos of the issue(s).
- Once the item is verified against our eligibility criteria ([see section 3](#)), we offer a full refund (incl. tax) or a free replacement or remake depending on your order type. For Standard item(s), this means a replacement unit and for Tailored/Bespoke item(s), this means a remake built to your original specifications.
- If the fault is from our side, i.e. if the item(s) is/are damaged, defective, wrong item, sizing or tailoring issue, we cover the shipping costs ourselves.
- We will email you a prepaid return label. If you return your item(s) to any address other than the one provided on the prepaid return label, we will not be responsible for the shipment, and your return request will be canceled without eligibility for a refund or replacement.
- It takes us around 5-7 business days to review and inspect your returned item(s).
- Refunds will be issued to your original payment method within 7-8 business days of us receiving and inspecting the returned item(s).
- Replacement items will be shipped to the same address and can take around 2-4 weeks to reach you after we've received and inspected the returned item(s). In case you want to change your shipping address, you can mention it while filing the return or when requesting the replacement

Note: *If your return does not meet our eligibility criteria, we will notify you and return the item to you at your expense, unless otherwise agreed.*

- **Free Remake or Full Refund:** When the item(s) has a genuine, unrepairable manufacturing defect or does not match your specifications/customizations, you may choose either a free remake or a full refund (incl. tax) to your original payment method.
- **Alteration Reimbursement:** If your bespoke, tailored, or standard item(s) has a minor sizing issue that can be corrected by a local tailor, you can choose to apply for an alteration reimbursement of \$30 to \$50 by emailing us at support@suitheritage.com.
 - \$50 reimbursement on Bespoke and Tailored item(s)
 - \$30 reimbursement on Standard size item(s)

3. Eligibility Criteria

- New, unworn item(s) in original condition with all tags and labels still attached.

- Item(s) received in the wrong size, color, style, or design compared to what you ordered.
- Item(s) with manufacturing defects, damaged hardware, faulty stitching, torn lining, or quality issues present at the time of delivery.
- Item(s) that are significantly different from the product description or images on the website.

Note: A minor color difference between our pictures and the original product is expected as we use professional studio settings for our photoshoot which may not simulate your real life settings.

Item(s) Not Eligible for Return, Refund, or Exchange

- Tailored size or Made-to-Measure (MTM) item(s) that are specifically personalized, unless they arrive damaged, defective, or incorrect due to our error.
- Custom made or Bespoke Suits item(s) that are customized to your liking, unless they arrive damaged, defective, or incorrect due to our error.
- Item(s) with removed tags, labels, or brand markings.
- Items that have been worn, altered, washed, stained, scented, or used beyond briefly trying indoors for fit.
- Returns requested more than 14 days after the confirmed delivery date.

4. Order Cancellation

Standard orders can be cancelled within the first 24 hours of placing the order. Once production has begun, your order can not be cancelled under any conditions.

Production for Tailored and Bespoke orders begin after a customer has provided their measurements and specifications/customizations. These orders can be cancelled before the production begins. However, once production has started, your order can not be cancelled under any conditions.

For cancellation, email us at support@suitheritage.com.

5. Disclosure

This policy does not limit any rights you may have under applicable state or federal consumer protection law.