



FAQ

Q. How do you Ship my order?

For shipments within the United States, delivery is by USPS Priority Mail.

Q. Can I track my order?

Yes, we will send you a separate order confirmation email with your tracking number.

Q. Where does my order ship from?

Baltimore, MD

Q. Can we return orders?

Please see our return policy.

Q. Do you have a size chart?

Yes, please check each item description.

Q. Can we change size?

Unfortunately, no. Check the item description carefully before placing order. If you are still not sure your size, please contact us.

Q. I really want to buy an item which “Out Of Stock Item”. Can I buy it in the future?

Please email us at MERCYLIFEANDAPPAREL@GMAIL.COM including the size and color of the out of stock item. We will email you when we have that item in stock.

Q. I love MERCY and want to be a reseller! Do you have any resellers or authorize reselling?

Thank you for your interest, unfortunately, we don't offer reselling at this time.

Q. Can I get MERCY stickers?

Every package is packed by hand with love and include one of our special MERCY stickers.

ABOUT US

Mercy Life + Apparel is an apparel and special event company founded in January 2017 by Anthony J. Brown and Lawrence “L.A.” Young.



Shipping and Returns

Shipping U.S. Domestic.

Most U.S. orders ship U.S. Postal First Class Mail with tracking and delivery confirmation. Depending on certain sizes and weights, some packages may have to ship ground (USPS Parcel Post).

You can expect an order to arrive within 2-6 business days from order date. ***Please note:** 1-3 Day Shipping options refer to transit time and does not include processing. Orders are generally not processed on weekends or holidays.

You are provided a "Status of your order" or "View your order" link on your order confirmation that will provide you with great information regarding what phase your order is in. (processing, shipped, delivered) Anytime you click on that link, it will give you a real-time update. If you received an order confirmation via email, that means we received your order. If when you click on your "View your order" or "Status of your order" link, nothing has changed, that means your order is still being processed. You will not receive your tracking until your order is fully processed and packaged for shipping. You will immediately receive a shipment confirmation via email once your package is on its way. Your tracking link will be in that shipment confirmation email, and will also be available when you click on the "View your order" or "Status of your order" link. Please plan accordingly to receive your package once the tracking info is provided. Unfortunately, there is little we can do regarding "lost" or stolen packages if the USPS documents a successful delivery to the address submitted with your order.

We cannot change addresses once the package is already in transit.

International Orders Ship via U.S. Postal Service (IMPORTANT: PLEASE READ BEFORE ORDERING)

International orders are processed within 3-6 business days. Although we have many packages that make it to their destination on time, customers will assume all the risk, responsibility, and cost for orders that are lost.

Also, international orders may also incur Government Custom Agency Fees. We do not cover or reimburse any fees that customers will have to pay to their Government Custom Agencies to retrieve their packages.

USPS (United States Postal Service) will not track packages once they have left the United States. International orders, especially overseas orders, may take 4-6 weeks, due to Custom agencies and the postal service.

Customers shipping internationally will assume all risks mentioned above. We are sorry for any inconveniences, and we will continue to find better ways to improve our service internationally.

Returns and Exchanges

NO refunds or exchanges on sales items and/or orders bought with promo codes or promotional offers. Please be sure to reference sizing charts to avoid items not fitting.



Orders that originally qualified for FREE Shipping or FREE Tee, based on order total or promotional offers, will be charged shipping and/or the FREE Tee value if a change causes the order to unsatisfy the original requirements.

Returns and exchanges on all full price merchandise are accepted within 14 days of the date of order for items. Items must be in 100% new condition (not washed, worn or altered)

The cost of shipping will not be refunded on returns.

IMPORTANT: If by chance MERCY LIFE + APPAREL shipped you the wrong size or wrong garment, please send us an email to MERCYLIFEANDAPPAREL@GMAIL.COM. Write on the email's subject line, and briefly explain the situation. We will then ship you the correct item along with a pre-paid return envelope so you can send us the incorrect item.

Returns and exchanges will not be accepted on items that were on sale and/or bought with promo codes or promotional offers, so please choose carefully. Returns that have been worn, damaged, or altered from their original condition will be returned to the customer and no refund or exchange will be given.

If you have received a damaged item, please contact us immediately. We will gladly send you a replacement of the same item if we are contacted within 14 days of you receiving your package. In the event that it is out of stock, you can pick out any other item of the same value.

Please send all returns/exchanges to:

MERCY LIFE + APPAREL

P.O. BOX 15362

BALTIMORE, MD 21220