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When shopping at H&M, it's essential to know their return policy to ensure a smooth experience if you need to send anything back. Whether you've had second thoughts about a trendy top or those chic pants don't fit just right, H&M offers a straightforward return policy. With a generous 30-day window to decide if your purchase is a keeper, returning items is convenient with options to head in-store or use the online return portal. Let's dive into what you must know about H&M's return policy, from timelines to tips for easy returns. H&M allows returns within 30 days of purchase, provided items are in resellable condition. This means the items shouldn't be damaged, soiled, washed, altered, or worn, and must have all labels and tags attached. Certain items like undergarments, swimwear (if the hygienic seal is broken), and beauty products (if opened) are non-returnable for hygiene reasons. There are also specific conditions for restricted items, final sale products, and designer collaborations. Furniture must be disassembled and returned in its original packaging. Refunds are issued to the original form of payment, and shipping costs are non-refundable. For store returns, bring your e-receipt and items within the 30-day period. H&M Top Deals and Special Offers See Now Exchanges cannot be done online; however, in-store exchanges are possible within the United States (excluding Puerto Rico). If you want a different color or size, you'll need to return the original item and place a new order on hm.com. In-store exchanges after 30 days will be based on the current selling price, and the items must be of equal or greater value. For refunds, H&M asks customers to allow up to 14 days for the transaction to process after the return is received. If you paid by credit card, please allow up to two billing cycles for the credit to appear on your statement. Keep an eye on your email for return tracking and confirmation notifications during this period. To return an item via USPS, which costs \$5.99 (free for H&M members), follow these steps: Visit the Returns Web to start the return process. Package your items securely. Download or print the return label from the Returns Portal. Drop off the package at any USPS location. Remember, the return shipping fee is deducted from your refund unless you're an H&M Loyalty Member. Without a receipt, H&M offers an in-store exchange only, and that too at the current selling price. Make sure the items are in good condition and exchanged for something of equal or greater value. Items that have been used, washed, or altered are not eligible for returns as they need to be in resellable condition with tags still attached. For a successful return, furniture items must be disassembled and returned in their original packaging. Other items should include their original tags and packaging where possible. Items returned must have all original tags attached. If the product tag is removed, the item may not be eligible for return. Gift returns are possible, but they will be processed according to the method of payment used for the purchase or as an in-store exchange. If you need help with your return or have other inquiries, you can reach H&M at their customer service email [email protected]. Understanding H&M's return policy can save you time and hassle when shopping. Remember that while the process is designed to be customer-friendly, there are specific guidelines and timelines to follow. Keep your receipts and tags intact, and if you're unsure about a product, reach out to H&M's customer service for guidance. That way, you can shop with confidence, knowing that if your fashion finds don't work out, H&M's return policy has got you covered. Need to return something to H&M? As with any retailer's return policy, it's important to understand the rules going in. Luckily for you, the H&M return policy makes returns and exchanges surprisingly easy. Whether you're returning an online order, an in-store purchase, or a gift (and dropping off a clothing donation in exchange for a discount while you're at it), I'm here to give you the full rundown on H&M returns. Like, do you need your receipt to return something to H&M? What if you accidentally removed the tags? Which items can't you return to H&M? I combed through the entire H&M return policy and pulled out the key details you need to make a return and get your money back. So the next time you shop at H&M, you can rest easy knowing what to do if an item doesn't work out. Want to save on future H&M purchases? We also rounded up all the best H&M shopping hacks to make saving money simple. Download The Crazy Coupon Lady app so you never miss out on the best tips, sales, and discounts. H&M Return Basics and Rules If you're looking for a full refund, you have 30 days to return your H&M purchases. The countdown starts on the day you purchased the item for in-store purchases. For online purchases, your return must be postmarked within 30 days of the delivery date. You need your original receipt to get a full refund from H&M. Don't throw those store receipts away. To get a refund or exchange, you'll need to show proof of your original purchase (aka the receipt you got at checkout). For online purchases, you'll need to include the original receipt that arrived with your order and also print out a return label (which you can find in H&M's returns portal). Related: We can show you all the ways you can earn money with your shopping receipts. Make sure the item you want to return still has its tags attached. If the tags aren't there, H&M won't accept the item, and you won't get a refund. Make sure everything you buy at the H&M store has a tag so you don't run into any return issues later. You can return only unworn and unwashed items to H&M. This is kind of a given since all the tags have to be attached as well. But either way, a good (and easy) rule of thumb is to never wash your H&M clothing if you haven't made up your mind about it yet. How to Return H&M Items If you bought something in an H&M store, you must return or exchange it at an H&M store as well. You can't return an in-store purchase by mail according to their store purchases policy. If you made your H&M purchase online, you can return it in-store for free or by mail for \$3.99. If you bought an item online, you can return it to an H&M store or mail it back through USPS. However, H&M will deduct a \$3.99 shipping fee from your refund. If you're returning an in-store purchase at a store location, that's still free. If you're an H&M Loyalty Member, you don't have to pay a shipping fee (but more on that later). How to return an online H&M purchase by mail: Visit the H&M Return Portal and enter your order number and email address. Fill out the Return Form online, and use the code that best explains your reason for the return. Print out the return form, attach it to your package, and drop it off at any USPS mailbox or post office. Join the H&M Loyalty Program to save on return shipping costs. With the H&M Membership, you get a ton of great perks, including free shipping on orders over \$25. You also get access to exclusive discounts, \$5 rewards, 10% off your first purchase, and more. Plus, you get free online returns, meaning you don't have to pay the \$3.99 return shipping fee. Exceptions to the H&M Return Policy You may have less time to return H&M designer collaboration items. H&M has partnered with designers like Simone Rocha, Olivier Rousteing, Viktor & Rolf, and Sonia Rykiel to come up with original merchandise. But if you buy an H&M designer item, you may have less time to return it for a full refund. Check the return policy on your receipt to see how many days you have (we've seen 7-day return policies for designer-collab items in the past). Like everything else, it must be unworn, unwashed, and have all tags attached. You can only get a refund for the current price of the H&M designer item, meaning if it went on sale after you bought it, you'll only get a refund for the amount of the sale price. Related: Read our guide to the best discount clothing stores for inexpensive fashion. You can only return H&M swimwear and beauty products under certain circumstances. Swimwear must have the hygienic seal attached to get a full refund, but this is just like their policy on having all the tags attached. You'll get a refund on beauty products only if you return them unopened. You can't return fabric face masks, undergarments, or gift cards. Due to hygienic reasons and health concerns, you can't return fabric face masks and undergarments to H&M. Even if you haven't worn them, getting a refund is off the table. Be wary of this when buying face masks or undergarments from H&M. You also can't return H&M gift cards, but that's a pretty standard policy at most retailers. You can't return final sale items to H&M. If you bought something marked as "final sale," you won't be able to return it under any circumstances. To avoid running into this issue, take your time trying on final sale items in the dressing room to make sure you love them before you buy. You can't return online H&M Home purchases to the store. If you bought something online from H&M Home like bedding or area rugs, you'll have to return it by mail. You won't be able to return online H&M Home items at the store. What to Know About H&M Refunds If you return an item in-store, you can expect the money back on your card within 14 days. If you're returning something by mail, you have to factor in the time it takes to ship to a warehouse. Once it gets there, it should take about 14 days for you to get a refund. If you paid with an H&M gift card, the money will go back to the gift card. If you paid for your purchase with an H&M gift card, your refund goes onto a new H&M eGift card sent to your email. If you paid for your purchase with an H&M gift card and another payment method, your refund will go back to your original form of payment first, then onto a gift card. If you paid with Klarna, you'll need to work with Klarna for your refund. H&M offers shoppers the option to pay for purchases in batches through Klarna. If you want to return something you paid for with Klarna, you need to report the item you want to return from your H&M account page. Just go to "My purchases — H&M x Klarna" to report your return. Your invoice from Klarna will be put on hold until they process your return. Once it's done, you'll receive an updated statement, and Klarna will contact you directly with information about your refund. If you have questions about your Klarna refund, contact Klarna directly instead of reaching out to H&M. Related Reading: If you have an H&M item that you wish to return, you probably want to know about the H&M return policy. This can help you to understand, whether or not your item is eligible to be returned and refunded by H&M. In theory, this is best to know before ever making a purchase, as every return policy is different. This way, you could avoid confusion or irritation later on if your item isn't eligible to be returned and refunded. Some stores don't allow returns either, so you should always check out the return policy for any store you buy from. Keep reading to find out what kind of return policy H&M has and what returns are eligible by the store. What is the H&M Return Policy Like? H&M is a popular store where people can get all kinds of things from clothing to shoes to purses. It also has a very reasonable return policy that allows you to make any return after 30 days of having made the purchase. This gives you more than enough time to decide if you are happy with the item that you bought. This is also free to do, so you don't have to worry about paying any kind of return fees. Some stores may require a return fee, but H&M doesn't, so you can return what you need to at any time. There are some rules to this, however, as there are certain standards that H&M accepts for returns. This means that any H&M return must be in a specific condition to be returned, such as: Unworn Unwashed Like new condition With original price tags attached With a receipt As long as your H&M return applies to these standards, you should be able to have a successful return. This allows you to get a refund, so that you can spend it on another H&M item that you may want even more. All H&M returns must be in such good condition that they are considered to be resalable. Does H&M Accept Returns After 30 Days? If you have held on to your H&M item for longer than 30 days, you probably want to know if it can still be returned. This is a good question as the same timeframe for return is flexible depending on the circumstances. With H&M, you can still return items after 30 days, though you won't be getting a refund. To do this, you will have to settle for an exchange within the store for a similarly priced item. If you are returning a \$30 pair of shoes after 30 days, you will need to exchange them for something that is also \$30. This does not apply to items that have a marked-down price or are on sale. Exchanges can only be made for items of the same value that are listed as the original price. The thing you are returning must also be in like new condition and be unworn. This option is a great option for anyone who accidentally held onto their purchase for too long, but they still want to return it. This allows you to exchange it for something else in the store so that it isn't a complete loss. Will H&M Accept Returns Without a Receipt? Because many stores don't accept any kinds of returns without a receipt, this is a detail that you may want to know more about. This can make or break your return depending on where you are returning an item to. The good thing is that H&M will accept returns even if you don't have a receipt. It is always best to have your receipt, but returns are possible without one. In this instance, you will not be able to get a full refund for your original payment method. Instead, H&M will allow you to exchange your return for another H&M product. Just like the policy for returns after 30 days, exchanges without a receipt must be for the original price that is the same value as the returned item. This allows you to still technically return the unwanted item even if you don't have the receipt. This is an option that many customers commonly use as it is so easy to lose a receipt. Especially if you really thought that the item you bought was going to work out, but you later changed your mind. Will H&M Accept Returns With Tags Removed? You may be worried about making an H&M return if the tags have been removed. This is a common issue as you may have removed the tags without thinking about it when trying on the clothes. Though H&M prefers that items are returned with the original tags, this is not necessarily a deal breaker. In many instances, H&M will still accept a return even if the tags have been removed. This is as long as the item is obviously in good condition and has not been washed or worn. If this is the case, this item can still be returned to H&M for a full refund or an exchange, depending on what you want. Some things that cannot be returned, no matter what are: Hygienic items Opened cosmetics Underwear or bikinis that have been worn These are a few H&M products that cannot be returned under any circumstances. This is non-negotiable as they cannot be returned for health and sanitary reasons. How Long Before I Get My H&M Refund? If you are delivering your H&M return in person to one of the stores, you should expect the process to be quick and simple. As long as the item aligns with the standards that H&M has set, this return should be a success. This means that you will get your refund put into your original payment method immediately. It should be visible that day or within a few business days, depending on the payment method. For online returns, it will take a little longer as the returned item must arrive at the H&M facility to be processed. Once processed and inspected, you will be issued a full refund for your payment method. This can take up to 14 days, so be prepared to wait for a while before seeing this refund. You will usually get a notification once you have been refunded, then it may take a few days to actually see the money. What Kind of Return Policy Does H&M Have? H&M has a very flexible return policy that makes it very easy to make any return that you don't want. This needs to be done within 30 days of making the purchase to get a full refund. If you have waited past 30 days, you can still return the item, you just won't be refunded. Instead, you will be able to do an exchange with another H&M item that is the same price as the one you are returning. H&M can also accept returns if the tags have been removed or you don't have your receipt. There are only a few instances where returns are not allowed: the items must be in like new condition to be accepted. This makes H&M a great place to make returns if you aren't happy with your purchase. Last Updated on January 27, 2022 by Laura Ritterman If you enjoy shopping for clothing and accessories for your whole family, you may have heard of H&M. H&M is a large retailer that is known worldwide for its apparel. Sometimes we make purchases that are not the right fit for us or our family and have to return or exchange these items. If this is something that you need to do, read below to see if you can still return your items to H&M. H&M will give you 30 days to see if an item that you bought isn't right for you. H&M offers exchanges and refunds on clothing items, swimsuits (with hygienic seal), and beauty products. All returns must come with the original sales receipt, and be within 30 days of purchase. If you want to return an item bought from H&M HOME that was purchased online, it cannot be returned in stores. H&M Home items must be returned by mail. H&M will issue a refund to the original form of payment, it can take up to 14 days for your return to process. Return Period 30 Days Return Method Post or in-store Exchange Period 30 Days Exchange Method Post or in-store Refund Period 7-10 business days Refund Method Method of Payment If you have an H&M item that you are wanting to return, you can bring it to an H&M store along with your original sales receipt to make the return. If you do not have your original sales receipt you will only be refunded in the amount at which the item is currently selling. If you purchase an H&M Home item online you can not return the item to an H&M store. These items must be returned by mail. All other eligible online purchases can be returned in-store. If you have an H&M item that you purchased online and would like to return it in-store, bring your e-receipt attached to your shipping confirmation email or your order form within 30 days of your purchase. After 30 days, you can return or exchange the items only at the current selling price. All items exchanged must be of equal or greater value. H&M has a rather lenient return policy. To receive a full refund on your return you must have your original sales receipt and make the return within 30 days. It is still possible to make a return without a sales receipt after 30 days, for these returns you will be given a refund of the current selling price of the items that are returned. If you want to exchange an item that you purchased from H&M you can bring the item to an H&M store and complete the exchange. To make the process easier, bring your original sales receipt, and try to complete it within 30 days of the purchase. H&M will provide a full refund on items that have their original sales receipt and are made within 30 days of the purchase. For purchases without a sales receipt, or made after 30 days of the original purchase your refund will reflect the current sales price of the items being returned. Yes, Returns made without a sales receipt will be granted for the value in which the items are currently selling. Yes, Returns made after 30 days will not receive a full refund, rather the refund will reflect the item's current selling price. Face masks can not be returned to H&M for health and safety reasons. Swimwear that does not have the hygienic seal intact will not be able to be returned, as well as underwear or Items labeled Final Sale. See Also: Party City Return Policy H&M refunds can take up to two weeks for the credit to post to your account. Also, allow one or two billing cycles for the refund to appear on your credit card statement. Items should be free of wear to be returned. Swimwear with no hygienic seal, face masks, and underwear will not be granted a return. H&M offers an extended return policy for items purchased between November 19th and December 24th during their holiday season. All items purchased within this time frame are given until January 31st to be returned to an H&M store. Items with a valid sales receipt will be given a refund on the original purchase method used. Items that have a gift receipt will be granted an exchange in the equal value of the items being returned. Sometimes mistakes happen and items that have been sold are recalled due to various reasons. If you learn of an item that you bought that has been recalled contact H&M customer service immediately. You can reach H&M customer service by phone at 855-466-7467, or you can reach out to customer service online. Yes, H&M offers full refunds with a valid sales receipt on purchases made within the last 30 days. If you purchased an item that is considered hazardous such as nail polish, perfume, or pressurized sprays you will have to follow a special transportation requirement for the return. All items considered hazardous for return will have to have a visible LO Hazmat Label on the shipping box. This label helps inform the carrier that the return contains flammable substances and that it has a special transportation requirement. See Also: Does Sephora do returns Whether you choose to purchase items for your family in-store or online it is always great to know the return process in case you need to exchange or refund your purchase. H&M offers a flexible return program that allows its customers to be happy with the options given. Related: Hello Molly Return Policy H&M is a Sweden-based multinational fashion company that offers clothing, accessories, and shoes online, in stores and by catalog. It is also venturing into the sale of home furnishings. Have you ever wondered, what to do if you need to bring an item back and return it to their store? We have got you covered here and we are covering H&M's return policy via store purchase and online purchase in detail for you. H&M Return Policy Guide H&M accepts returns for any sale item purchased through online or store mode within 30 days. For items returned after 30 days from the date of purchase, a Merchandise credit is issued for the price paid. For items returned within 30 days from the date of purchase, the refund is through the original method of payment, whereas checks are refunded as cash. Return Timeframe 30 Days Return Method Post or in-store Exchange Timeframe 30 Days Exchange Method Post or in-store Refund Timeframe 7-10 business days Refund Method Original form of Payment How To Return H&M Products H&M Return Policy accepts returns with a receipt within 30 days of the purchase date. After 30 days, H&M only allows you to exchange the products or receive store credit. How to Return? H&M gives you the independence of returning both in-store and online purchases by visiting your nearest H&M store, just make sure to carry the merchandise with tags intact and receipt of purchase. Below steps will give you a fair idea about returning procedure at H&M. Step 1: To return any item, firstly check if it is eligible for in-store return or if item falls under exception category, some things you can always take care of are as follows: You can't return H&M Gift Cards, undergarments and Final Sale items, as they are not eligible for refund or exchange. You can't return in-store purchases by mail, they need to be returned to the original store physically. Step 2: Go to any H&M nearest you along with the merchandise and do not forget to carry original receipt. However, if you have lost the receipt, do not worry, H&M allows you to exchange or return your product. H&M accepts unwashed, unworn and defective merchandise for return or exchange with a valid photo ID. Valid photo identification includes: driver's license, state ID card, passport or military/government ID. Step 3: Reach to customer service desk in the store, store personnel will check the item and your refund will be processed to original method of payment. How to return online purchases? H&M Return Policy gives you the flexibility to return or exchange any online purchased item for free in any H&M store in the US, excluding Puerto Rico. You can always return your garments, swimwear (with hygienic seal) and beauty products with a receipt within 30 days of purchase. However, the in-store return of H&M Home items purchased online is not allowed and they must be returned by mail only, as the transaction is processed it takes 14 days to finalize. H&M takes two weeks for the credit to post to your account and it may take two billing cycles for the credit to appear on your credit card statement. See Also: DSW Return Policy Return with USPS (\$5.99)/Step 1: To return items via USPS, use the self-adhesive return label included in your label, this label is usually pre-paid and pre-addressed. A return fee of \$5.99 will be automatically deducted from your refund. For H&M Loyalty Members, the return shipping fee is waived off. Properly fill out the return form explaining your reason and using the code that best explains your reason. If you have lost the pre-paid return label, you can print a new form here. Step 2: Tear off the Return Form and place this together with the item you wish to return in a suitable bag or box. Step 3: Attach the self-adhesive return label, which is included in your label, and take the parcel to any USPS Mailbox or Post Office of your choice. However, if you do not want to use return label, you can send your items through traceable carriers such as USPS, UPS or FedEx and keep a track of item, if it is delivered to H&M's address or not. Address to H&M warehouse is as follows: 281 Airtech Parkway, Dock Door 42, Plainfield, IN 46168. Products Covered Under Return Policy Some product categories can't be returned at all while others are subject to some terms and conditions. What are these? Have a look below! Products Return Policy Undergarments H&M has kept undergarments in category of Final Sale items for hygienic reasons and these can neither be returned nor be exchanged. Final Sale Merchandise "Final Sale" merchandise is not eligible for refund or exchange. Swimwear if you wish to return your swimwear, make sure it has hygienic seal in place, without the seal company will not refund or exchange swimwear. Designer Items H&M accepts returns of designer items, which are unworn, unwashed, and undamaged within 7 days of purchase accompanied with original receipt. After 7 days or without a receipt, merchandise may be returned for exchange only at the last sale price or the current selling price, whichever is lower. Refunds and Credits Type of payment Refund and Credit Policy Credit card/Debit card used at H&M store H&M will issue a refund in the form of original payment; if you use credit card, you will get refund in your credit card. H&M Gift Card H&M e-gift card PayPal PalFAQs You can call Customer Service at 855-466-7467 (Toll-Free). Do not worry, if you have lost your receipt. H&M accepts unwashed, unworn and defective merchandise for return or exchange with a valid photo ID. Valid photo identification includes: driver's license, state ID card, passport or military/government ID. H&M gives you the option of in-store return and return via mail. You can return or exchange any online purchased item for free in any H&M store in the US, excluding Puerto Rico. Tags should be intact to the item, you want to return. Without a tag, H&M does not accept the return. Conclusion Do you know that H&M can introduce any trending item or a new product in its stores, in just two weeks? While for companies such as The Gap, it takes six months in the design and production of new fashion. Other articles to follow: Return These Products After Using For Over 100 Days. Is it safe to buy bottled water amid COVID. Other return policies to follow: World Market, REI, Ashley Furniture Return Policy. In case of any query about H&M return policy, reach us in the comments section below. Do you know what H&M return policy after 30 days is? Well, you are at the perfect place to find the answer to such a question. H&M has decent clothing of reliable quality. But, sometimes we change our minds about certain garments and decide to return them. However, if it's been longer than 30 days, you should understand what the procedure for that is. So, what is H&M's return policy after 30 days? According to the H&M return policy after 30 days, you can get an exchange. You cannot receive a refund or obtain a store credit. This is true for both in-store and online purchases. Therefore, you will have to go to a brick-and-mortar H&M store to complete the transaction. Your best tip in this regard is hunt for an item online that you want to make for the exchange and physically go to H&M. The only catch here is that the replacement must be of equal or greater value. H&M has various return policies depending on if you buy your items online or in-store. What's more, high fashion and designer items may fall under a completely different policy than the standard one. Regardless, H&M reserves the right to refuse any return or exchange at any time. However, for both online and in-store purchases, they will only honor an exchange outside the 30-day window. They will not refund the money or give an in-store credit and they are firm on this position. H&M indicates that exchanges must be of equal or greater value. Also, both ways of shopping with H&M offer Klarna Pay Later. For refunds made this way, you have to first report the return with Klarna on your account page. Your Klarna invoice will go on hold until the return is processed. Klarna will then send a notification, and this may include a payment request if there's a remaining balance. You will receive a new gift card for any refunds and exchanges made with an H&M gift card. In the event you combined your gift card with another form of payment, you will receive a refund first from your payment and then a gift card for the remaining balance. Read also: H&M Return Policy Without a Receipt (What's Covered + More) H&M will accept returns and exchanges with an original receipt within 30 days of purchase for clothes, swimwear (as long as the hygienic seal is still on), and beauty products. In the event you don't have a receipt, all they'll accept is an exchange for the last activity, sale, or current price depending on which is lowest. They will not accept returns or exchanges for gift cards, fabric facemasks, undergarments or swimwear without the hygienic seal. Additionally, they will not accept a return by mail that you initially purchased in the store. In the case of designer items or special collections purchased in-store, they will accept the return within seven days of purchase. But the items must be in mint condition, which means no washing, wearing or damage should be visible. You can exchange or return any online purchases in-store for free within 30 days. The acceptances and allowances for items are the same, however. They won't accept undergarments, or swimwear without a hygienic seal or fabric facemasks. To make a return in-store with something you bought online, simply bring the e-receipt that came with your shipping confirmation via email. You could also bring the order form along. If 30 days have passed since you purchased the item, you will be eligible for an exchange. H&M will issue your refund in the original form of payment, which will usually be a credit card. However, they will not refund shipping and handling costs. Read also: H&M Return Policy in Store (Full Guide) You cannot return H&M's line of home items in-store from an online purchase. Likewise, if you received items that were missing, damaged, or incorrect, you can't bring them into the store. These returns must take place through the mail. To make a return through the mail, you will have to initiate the return online through H&M's "register a return" feature. But, these aren't free, you will have to pay \$5.99 for the return label. H&M will deduct this from your refund. However, you can also use another carrier if you don't wish to use USPS. You just have to provide a return tracking number for the package. Also, if you do this, keep in mind they relinquish responsibility should the package get lost. This means you'll have to get insurance or send it certified to ensure it gets there. Once they receive your package, they'll notify you via email. Also, you'll be able to track your package through your account page. The whole process usually takes about 14 days and then an additional five to seven business days to see the refund show up on your credit statement or bank account. Read also: H&M Return Policy In Canada (Do They Have One + More) If you want to make a return to H&M outside of their 30-day window, the only thing you can do is make an exchange. You will have to do this in-store and it doesn't matter if you made the purchase online or at the store. They are quite firm on their policy too, so you won't be able to negotiate with a salesclerk. Posted in: Apparel & Accessories, Stores Valid identification required for non-receipted returns includes: drivers license, state issued card, passport or military/ government ID. Returns with original receipts Unwashed, unworn or defective merchandise may be returned within 30 days of purchase date for a full return. Refunds will be issued in the original form of payment unless a merchandise credit is requested. Merchandise credit receipts are not considered original receipts. Merchandise returned after 30 days will be refunded at the last activity/ sale price or the current selling price, whichever is lower, in the form of a merchandise credit. H&M RESERVES THE RIGHT TO REFUSE EXCESSIVE NON-RECEIPTED RETURNS. Returns without a receipt Unwashed, unworn or defective merchandise may be returned with a valid photo ID. Merchandise returned without a receipt will be refunded at the last activity/ sale price or the current selling price, whichever is lower, in the form of a merchandise credit, if the total value of the return exceeds \$5.00. Merchandise cards are not transferable. Final Sale Gift Card purchases and discounted final sale merchandise are not eligible for refund or exchange. Credit card refunds Returns made to a credit card can only be returned to the card used for the original purchase. Due to varying bank policies, please allow 1-2 billing cycles for the credit to appear. For more information visit the H&M website.