



SHOPWORN

For More Information
Lilian M Raji
The Lilian Raji Agency
(646) 789-4427 ext 701
lilian@lmrpr.com

PRODUCTS

ShopWorn has a global team of buyers who work directly with brands and authorized retailers worldwide to find homes for unsold products from past seasons. This relationship has been beneficial to not just brands and authorized retailers, but also ShopWorn customers who can now buy luxury items at accessible prices.

ShopWorn buyers in Cyprus, France, Greece, Hong Kong, Italy, Japan, Singapore, Spain, Switzerland and Turkey visit brands and authorized retailers to hand-select quality jewelry, watches, leather goods and other accessories meeting ShopWorn's exacting standards. Not every item passes this first test. The ones that do are sent to ShopWorn's New Jersey headquarters.

At headquarters, these items endure another round of quality control to identify any major defects. Products passing this round are then handed over to the in-house photographer, who takes pictures of every item featured on the site. If any scratches are discovered while under the camera's lens, the item won't make it onto the site.

Products passing these three levels of quality control are then sent to the ecommerce team, where attractive prices well-below the original retail price are set. Items are then made available online for ShopWorn customers who love luxury items but don't want to pay premium prices.

For luxury watches, ShopWorn provides an in-house warranty that matches the manufacturer warranty detail for detail. If a watch is found defective, customers can send it back to ShopWorn to be serviced directly by a manufacturer authorized repair center.

All other products are guaranteed by a generous 14-day return policy. ShopWorn accepts returns of all unused, unworn products with their original packaging within that time.

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