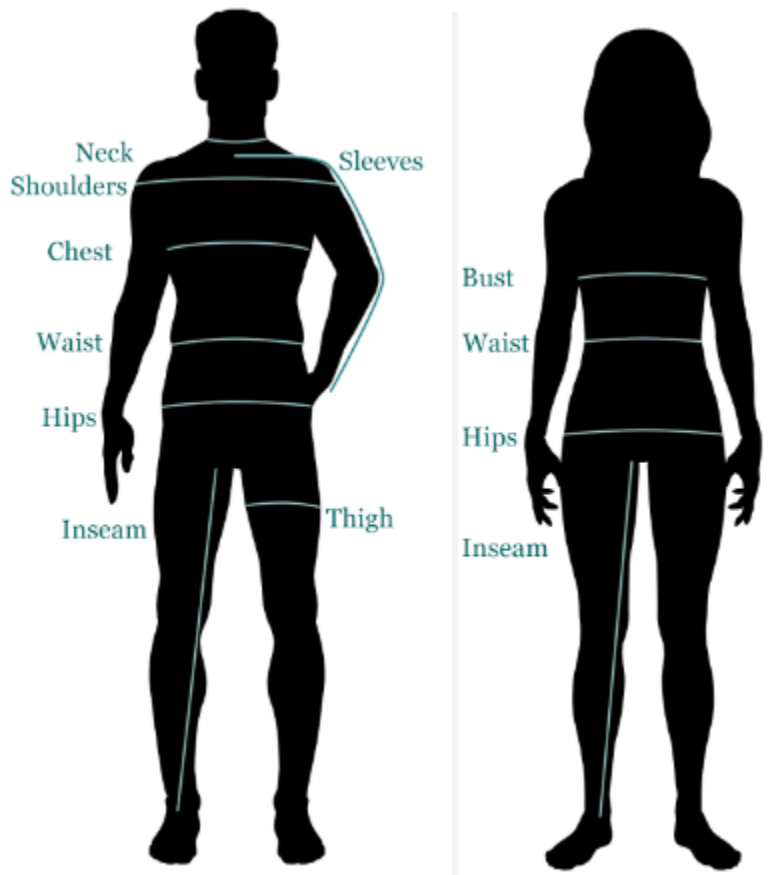


## SEBASTIAN'S CLOSET FAQs

1. How do I book an appointment with a stylist through Sebastian's Closet 2.0?

*To book an appointment with one of Hyde's expert stylists, simply click on the "Book Now" button and the text prompting "For further support, speak to a stylist [here](#)."*

- *Hyde typically gathers the client/student's information prior to a styling call so the student is ready to get started once the call/appointment is complete.*
- *We recommend students know their measurements prior to speaking with a stylist. See the diagram below or reach out to us- [support@hydecloset.com](mailto:support@hydecloset.com) for questions around measurements.*



2. What types of outfits and brands are available through Sebastian's Closet 2.0?  
*Sebastian's Closet 2.0 offers a range of professional attire suitable for interviews,*

*internships, networking events, and more. You'll have access to high-quality and designer brands, ensuring you look polished and confident for any occasion.*

*Designer brands include:*

- *Calvin Klein*
- *Hudson*
- *Madewell*
- *Mizzen+Main*
- *Cavalli Class*
- *Charles Tyrwhitt*
- *Veronica Beard*
- *Valentino*
- *Donna Karan New York*
- *Marc Jacobs*
- *Stacy Adams*
- *Lauren Ralph Lauren*
- *Lorenzo Uomo*
- *rag & bone*
- *Robert Graham*
- *Nicole Miller*
- *John Varvatos*
- *Favorite Daughter*
- *Joe's Jeans*
- *Ermenegildo Zegna*
- *Trina Turk*
- *Rachel Zoe*
- *Hugo Boss & More*

3. What is the typical turnaround time for shipping a rental box after my meeting with a stylist?

*Boxes typically ship out within 1-2 business days, after your styling call, meaning you will receive it within 5-7 business days.*

- *We recommend all students schedule their styling session a minimum of 8 business days prior to your event.*
- *Say your dream company booked a last minute interview with you, let us know and we'll make sure your box is expedited so you can make the best first impression!*
- *More questions about the shipping process? Reach out to our team [support@myhyde.com](mailto:support@myhyde.com) or view our "FAQs" page [here](#).*
- *Questions for female students? Call Stylist LA at 1-833-288-0472 or send an email to [support@stylistlabox.com](mailto:support@stylistlabox.com)*

4. Is shipping and dry cleaning free?

*Yes, we think you have enough on your plate as a student. Shipping (both ways) and dry cleaning are complimentary, ALWAYS! Once you're ready to return your items simply locate the return label that arrived with your items and drop-off at any FedEx Drop Site location.*

5. Do you offer expedited shipping options if I need an outfit urgently? If so, what is the additional cost?

*We can arrange for expedited shipping if you notify your stylist as soon as possible so that we can make arrangements. No additional costs, students have enough to worry about. Again, the sooner we know, the sooner we can get your box to you!*

6. What if I receive my rental box and I'm not satisfied with the outfit- i.e. fit, color, or size? Do you offer refunds?

*While we pride ourselves on our stylist's ability to get sizing and fit pretty close every time, sometimes it can take until the second box for the fit to be just right. This gives your stylist a chance to nail down your true sizes and for you to share feedback on what worked, and what didn't work.*

- *All you need to do is reach out to your stylist and we will make it right. We prefer sending you another month's box, free of charge, but can provide a refund if desired.*
- *Again, understanding your true sizes or measurements will help eliminate this concern altogether.*

7. How long can I keep the rented clothing items from Sebastian's Closet 2.0?

*You have 30 days to wear 2 complete looks, with no pressure to buy anything. Within 30 days, you can send them back or keep what you love for a discounted*

*price. Your itemized card will be in each box or loaded onto your account for reference.*

8. *What happens if I decide I want to purchase an item from my rental box? You can purchase anything you like from your box (up to 60% off retail price), this is why we go ahead and collect your information at the beginning of the process so that you don't have to worry about additional steps.*
  - *Keep what you love, send back what you don't!*
9. *What if my address changes or I go home for fall, winter, or spring break? No problem, just log into your account and change the shipping address any time you foresee a trip or change in location. We deliver to all 48 contiguous states.*