

# Returns & Exchanges

**WE ONLY OFFER STORE CREDIT FOR RETURNS. WE DO NOT ISSUE REFUNDS TO ORIGINAL METHOD OF PAYMENT.**

## **Return Policy:**

- Returns will be issued refunds in the form of a digital Gift Card
- We must receive your return within 15 days of your order date to be eligible for a refund. International orders are allowed 30 days.
- Shoes must be shipped back in their original shoe box. The shoe box needs to be placed in another box or mailer bag to avoid damage from shipping. Failure of this policy will result in a \$5-\$25 restocking fee based on the price of the shoes.
- Returns must be scent free, unworn, unwashed, with all tags attached. Please include your package slip with the return.
- Returns must be received within 15 calendar days of receiving your order (unless otherwise noted at purchase), at our warehouse. International orders have 30 days from receiving your order to return merchandise. For returned items past the 15 day return period, a 25% restocking fee will be subtracted from the store credit given. The 15 days starts from the day the order was received by the customer. Returns older than 20 days will be rejected, and you will be contacted to have them shipped back to you at your expense.
- Sale items are final and cannot be returned or exchanged.
- If items are sent back past the return policy period, the customer is responsible for return postage.
- Shipping charges are not refundable.

## **Where do I send my return to?**

10808 Foothill Blvd, Suite. 160 #266 Rancho Cucamonga CA 91730

## **HOW WILL I RECEIVE MY STORE CREDIT?**

Expect an emailed E-Gift card within 3 business days of the delivery of your Return at our warehouse.

## **Do we offer return labels?**

We do not offer return labels but hope to as we grow in the future!

## **Can I make a return past the 15 day period for store credit?**

Unfortunately we cannot accept clothing past the 15 day return policy for store credit. If items are returned past this period the customer will be required to pay a \$6 shipping charge to have the items sent back.

## **FINAL SALE ITEMS: The following items are non-returnable.**

- All accessories
- All hats
- All jewelry
- All sale items

If you return a non-returnable item the item will be disposed of or added to a donation pile. Store

credit will not be issued. **No exceptions.**

### **Exchanges**

If you wish to exchange your item for another size, you must return your unwanted item back to us. After we receive, inspect and approve your item, we will issue a store credit via E-Gift card. You may then place an order for the desired size using your store credit.

### **Defective Items:**

All defective merchandise must be reported within 5 days of receiving. Merchandise that has been washed or worn cannot be accepted for store credit.

### **LOST OR STOLEN PACKAGES**

When you place an order with us please note that the liability is between you and USPS. We do not make any exceptions to this policy.

We are always happy to replace items that aren't marked as delivered but once the package has been scanned as delivered we are not responsible for lost or stolen packages. We do have a few recommendations to help track down your package.

- Confirm that the shipping address you entered in is correct.
- Visit your local USPS office with tracking handy to see where the mail man dropped off your package
- Check with neighbors to see if your package got dropped off next door.
- Sometimes USPS updates tracking information as "delivered" a few hours or even days earlier than the actual delivery. Please wait at least 48 hours to see if the package turns up.