

RETURNS & EXCHANGES INSTRUCTIONS

Follow these 5 easy steps:

- FILL IN** your Name and Credit Card information. **CHECK** the appropriate box in the upper right hand corner of this form indicating whether you want a REFUND, STORE CREDIT, or EXCHANGE.
- FILL IN** the "Returning These Item(s)" section, including the REASON CODE. See Reason Code Key for the appropriate number.
- FILL IN** "Exchange With" section if you are making an Exchange.
- PACK AND SECURELY SEAL** the merchandise with the original packaging if possible. **DO NOT FORGET** to include both the Return/Exchange Form and Invoice into the plastic label pouch provided, folded with the "SHIP TO" address facing forward. Attach the label pouch on the outside of your package.
- SHIP** your return package via *a carrier that requires recipient's signature upon delivery*.

IMPORTANT: Delivery Confirmation alone is not sufficient. We are not responsible for return packages that are left outside of our warehouse by the shipper, as we will not be able to confirm that the package was signed and received by a customer service representative from our Returns/Exchanges Department.

INSURING your package(s) to AZALEA BOUTIQUE is highly recommended. This will provide you with recourse on your package, as we cannot accept responsibility for packages that we do not ship ourselves.

If you do not follow these 5 steps, we cannot guarantee that your return will be processed in a timely manner.

We do not refund shipping charges.

RETURN/EXCHANGE FORM Required (*)

*Name: (First) _____ (Last) _____

*Credit Card #: _____ * Exp (MM/YYYY): ___/___

REFUND EXCHANGE STORE CREDIT

RETURNS & EXCHANGES: We are happy to make an exchange or refund for the original price paid, when the merchandise is returned to us by the "Returns must be Postmarked by" date on the invoice. All refunds are made to the original form of payment.

RETURNING THESE ITEM(S):

Qty	SKU #	Size	Color	Item Name	Unit Price	Reason Code #
1	SBC16700	42	Powder	Twill Trousers	\$228	16

Reason Code Key

- 10 Too large 13 Defective 16 Wrong item shipped
- 11 Too small 14 Did not like 17 Other: _____
- 12 Fit 15 Item not as pictured

EXCHANGE WITH:

Qty	SKU #	Size	Color	Item Name	Unit Price	Total Price
1	SBC16700	42	Powder	Twill Trousers	\$228	\$228

PLEASE REVIEW OUR RETURNS/EXCHANGES POLICY ON THE REVERSE SIDE OF THIS FORM. Should you need further assistance, please contact a customer care representative via email at orders@azaleasf.com

Thank you for shopping at Azalea Boutique!

FROM: _____

CARRIER WILL NOT SHIP
WITHOUT POSTAGE

SHIP TO:
AZALEA BOUTIQUE
RETURNS/EXCHANGES DEPARTMENT
411 HAYES STREET
SAN FRANCISCO, CA 94102
U.S.A.

RETURNS/EXCHANGES POLICY

We want you to be fully satisfied with your purchase from us. If you need to return an item, please note that all items must be returned in the condition that they were received—NOT WORN, ALTERED or WASHED, and with ALL TAGS ATTACHED.

If these conditions above are met, and the item is in perfect re-sellable condition, you can return regular priced and sale merchandise within 14 days from the day you receive the goods for a full refund, exchange or store credit, minus the shipping charges.

We do not refund shipping charges.

EXCHANGES

Exchanges are subject to availability and can only be dispatched after the returned goods have been received and undergone a quality control check. To exchange an item(s) for a different item altogether, please contact a customer service representative via email at orders@azaleasf.com or call the store at 415.861.9888

FOOTWEAR

Upon receiving your shoes, check the sizing by trying them on indoors, on a carpeted surface so as not to blemish the soles. We do not accept returns or exchanges on shoes that are scuffed, marked, or worn. Footwear returns and exchanges must include the original designer shoe box, undamaged and free of postal labels. Footwear returns without the original designer packaging will not be accepted.

DEFECTIVE MERCHANDISE

If you believe that you have received defective merchandise, you must notify us within 3 days of receiving the product to be eligible for a refund. There are no exceptions. We do not manufacture our products and we do not offer any warranty.

PRICE ADJUSTMENTS

If an item you purchased at full price is reduced in price, you can request a price adjustment within 14 days from the date of purchase. If you are returning an item—purchased at full price—that has been reduced in price, after the 14 day price adjustment window, you will receive the current sale price value.

WRONG ITEM SHIPPED

If you were shipped incorrect merchandise—style, color, size—you must notify us within 3 days of receiving the product to be eligible for a refund. We will pay for the return shipping for incorrectly filled orders.

THE FOLLOWING CATEGORIES ARE FINAL SALE:

Final Sale Items

All items marked down **50% or more** are Final Sale and cannot be returned or exchanged. If we receive a returned Final Sale item or items, the package will be returned to you, a customer service representative will notify you via email, and **you will not receive a refund.**

Beauty Products

All cosmetics, skin care, and fragrances are Final Sale and cannot be returned or exchanged, **unless the product causes an allergic reaction. If the product causes an allergic reaction, you can return or exchange the product within 30 days of the original purchase date.**

Special Orders

All special orders are Final Sale and cannot be returned or exchanged. For more information on special orders please refer to our customer service section on our website titled "Special Orders."

Lingerie & Undergarments

For health and hygiene reasons, all lingerie and undergarments are considered Final Sale and may not be returned.

STILL HAVE QUESTIONS? Please go to www.azaleasf.com and click on Customer Care.

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